Director	City Manager

COUNCIL REPORT

DATE: Jan. 21, 2012 File No: 0600-04
TO: Mayor and Council
FROM: Annette Antoniak, City Manager
RE: Quarterly update for period ending Dec. 31, 2012

STAFF RECOMMENDATION:

THAT Council receive the quarterly update on the Penticton Citizen Survey, 2013 budget process, Council's 2012 strategic priorities and Staff Departmental Work Plans for the period of Oct. 1 to Dec. 31, 2012 for information.

BACKGROUND:

On August 15, 2011, Council endorsed the following vision statement for the City of Penticton: "Penticton – a vibrant, innovative, adventurous waterfront City focused on sustainability, community and economic opportunity." With the vision in place, Council established its Strategic Priorities for the 2011-2014 Council term to support that vision. The two priorities identified as Council's top priorities were the revitalization of Downtown Penticton and waterfront enhancement.

What follows is a snapshot of what staff has completed in the fourth quarter of 2012 relating to citizen outreach, 2013 budget planning and work accomplished on Council's Strategic Priorities.

ANALYSIS

Citizen Survey

The City of Penticton initiated the survey to establish a baseline of citizen satisfaction with City service levels and provision. Accurate and relevant data and meaningful analysis will help departments chart a course for the future, with comparative, year-over-year data helping staff measure success over time. Discovery Research conducted the telephone survey in September with a random sample of 401 Penticton residents in September.

The 2012 Citizen Survey features several findings, including 64% percent of residents rate the overall quality of life in Penticton as excellent, and 34% of residents feel their favourite thing about living in Penticton is the climate and weather. The most important issue facing Penticton was found to be the lack of jobs and poor economy (41%), while affordable housing came second at 8%.

We are particularly pleased with the results of questions pertaining to the quality of customer service. Citizens rated the service provided by City staff as excellent, with 81% of respondents rating the friendliness and professionalism of staff as excellent. These results show that staff's efforts are visible to the community, and the Citizen Survey results is an affirmation of the

incredible work we have done, and a tool that will help the City continue as it strives toward customer service excellence.

As we continue to improve, it is important the City has a benchmark from which we can measure success. The Citizen Survey is a key piece to understanding where we are, so we can chart a course for tomorrow.

2013 Budget

Staff spent a considerable amount of time in the final quarter of the year to proposing fiscally prudent 2013 budgets for Council's consideration.

This is the first year that the budget was adopted before the fiscal year began, which required a significant amount of planning on the part of all staff to develop and review budgets ahead of schedule. Departments used actuals to report on progress with the current 2012 budget, and employed projected totals for the year-end. This approached allowed Council up-to-date information on departmental budgeting and helped inform their decisions for the year ahead.

For five days, Council heard presentations from staff on proposed departmental budgets, allowing elected representatives the chance to review all spending, ask questions and provide direction as numbers were finalized. The City also welcomed ideas on creating efficiencies and cutting costs from the community, continuing its tradition of stakeholder engagement through public meetings and multimedia access.

The 2012 budget passed with a 0% increase, which is the third year the City of Penticton has not increased tax rates. This direction was in line with the Citizen Survey, which indicated 79% of residents recommended the City maintain current levels of service and taxation.

Achieving a 0% increase for a third year in a row was the result of a full engagement process of staff, the community and Council. Departments not only drew up their budgets, but reviewed each and every proposal together over several meetings to set organizational spending priorities and brainstorm solutions.

Council Strategic Priorities

Q4 was critical to Council Strategic Priorities of Downtown and Waterfront revitalization progress, as public consultation revealed more clarity on what residents envisioned for Penticton and staff spent considerable time on how to make the wishes of the community come to fruition given the City's current financial reality.

Substantial time was devoted to reaching out to the public to determine what residents, businesses and various stakeholders wished to see from these projects, and staff used all this input to help shape options and draft plans for review by committee members. With refined options, staff was able to not only develop recommendations to include in the 2013 capital budget, but investigate partnership and grant opportunities to ensure project viability.

Downtown revitalization: Staff wrapped up the Dialogue Phase of planning by coalescing all the feedback, comments and suggestions gleaned during four public input sessions at the Downtown Market, Penticton Community Centre, Shatford Centre and Buffalehead Bar and Grill. This valuable information was integral to developing a draft Downtown Plan, which was introduced to the Downtown Revitalization Select Committee and reviewed extensively. The finalized document is anticipated to come to Council this quarter.

The Committee identified several key projects that were smaller in scope that could be done in the near term to build momentum for the remainder of the downtown revitalization project. The new Landmark Penticton Cinemas complex opened this quarter, and it became evident to staff and committee members the vibrancy the new facility was contributing to the nightlife of the downtown. One of the primary projects identified included creating a gateway for Downtown Penticton; specifically in the Westminster Avenue corridor. A multi-phase Downtown Penticton revitalization process was recommended with $1.25 million proposed to refurbish the Martin Street-Westminster Avenue-Winnipeg Street area. Council approved this as part of the 2013 capital budget discussions.

Another project that will kick-start revitalization, the Bus Barn Market project, also saw significant progress alongside the City's partners, the Downtown Penticton Association. Staff proposed a budget of $160,000 and helped develop a grant application to cover additional funds required for rehabilitation of the building. Best practices in market development were investigated in Vancouver, a consultant was contracted to develop a package to bring in prospective tenants, and the DPA worked with the City regarding its business case for market operations. All parties are committed to moving forward quickly in the interest of providing residents with grocery options in the Downtown Penticton area.

Waterfront Enhancement: Comprehensive consultation on West Okanagan Lake waterfront options culminated in a clear direction on the future of the Vibrant Penticton waterfront plan. Members of the public were invited to a public forum held on Oct. 17, when 100 people came out to discuss their preferences for the west Okanagan Lake waterfront path. Citizens and stakeholders were able to view the options and ask questions of staff during several consultation sessions preceding the public forum. This input was recorded, transcribed and provided to Council as members considered the options for Lakeshore Drive. At the next regular meeting, Council selected option 4 which will enhance the existing path. This project is fully maximized with grant support, as the City will contribute $650,000 and gas tax funding will cover $1.2 million.

Staff began immediately investigating options of what design choices were available for elements like pathway materials, street furniture and lighting. They are working extremely closely with the Waterfront Enhancement Select Advisory Committee to narrow down the choices, which will be presented to Council for additional review.

ALTERNATE RECOMMENDATIONS:

ATTACHMENTS:

Council Strategic Priorities and Staff Department Work Plans, updated to reflect activities of Q4.

Respectfully submitted,

Annette Antoniak

2012
DEPARTMENTAL WORKPLAN
PUBLIC WORKS
Updated 2012 12 31

DEPARTMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
GENERAL REVENUE – ROADS				
D/T Planter Removal – 12 Planters	• Notification – Paper, DPA, Direct • Removal & Restoration	• ~~2012 02 27~~ **COMPLETE** • ~~2012 03 05 to 23~~ **COMPLETE**	• WS • WS	• $56,000 ($27,000) 48%
Sidewalks – Duncan Ave – Atkinson to Fairview Note: Budget is combined with 4 projects current software will not break out individual costs – individual project costs are estimated	• Notification – Paper and Direct • Construction	• ~~2012 03 26~~ **COMPLETE** • ~~2012 04 02 to 20~~ **COMPLETE**	• WS • WS	• $45,000 ($27,000 est.) 60%
Sidewalks – Fairview Road – Huth to Duncan Note: Budget is combined with 4 projects current software will not break out individual costs – individual project costs are estimated	• Notification – Paper and Direct • Construction	• ~~2012 05 07~~ **COMPLETE** • ~~2012 05 14 to 25~~ **COMPLETE**	• WS • PW Crew	• $45,000 ($27,000 est.) 60%
Sidewalks – Warren Ave – Main to Mobile Home Park Note: Budget is combined with 4 projects current software will not break out individual costs – individual project costs are estimated	• Notification – Paper and Direct • Gas Permit • Construction	• ~~2012 04 16~~ **COMPLETE** • ~~2012 02~~ **COMPLETE** • ~~2012 04 23 to 27~~ **COMPLETE**	• WS • WS • PW Crew	• $10,000 ($6,000 est.) 60%
Footpaths and Walkways	Grant dependent – design, tender and construct KVR trail upgrade with recycled asphalt millings. • Complete design • Tender and Construct • Complete construction	• ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ – **COMPLETE** • ~~2012 10 31~~ **July 15th** • **95% COMPLETE**	• DS • DS • Contractor	• $189,000 ($178,204) 95%
PENTICTON TRANSIT PLAN	• Review of Draft Transit Plan with the City, BC Transit and Service Providers • Presentation of the Draft Transit	• ~~2012 02 21~~ **COMPLETE** • ~~2012 04 16~~ **COMPLETE**	• DO • BC Transit	• N/A

	Plan to the Transportation Committee for Comment • Workshop with Council on the Draft Transit Plan • Draft Transit Plan to Open Council meeting • Public meetings on the Draft Transit Plan • Refinement of the Transit Plan based on feedback received • Submission of Draft Final Report • Submission of Final Report • Presentation and direction from City Council • Budget preparation • Implementation	 • ~~2012 04 16~~ **COMPLETE** • ~~2012 04 16~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • 2012 08 **COMPLETE** • 2012 08 **COMPLETE** • ~~2012 06 18~~ **COMPLETE** • ~~2012 10~~ **COMPLETE** • 2013 Q2	 • BC Transit • BC Transit • BC Transit • BC Transit • BC Transit • BC Transit • BC Transit • DO • BC Transit	
GENERAL REVENUE – PARKS				
Skaha Playground – Upgrade Project on HOLD by request of SOCC until 2013 for fund raising and awareness	• Letter to South Okanagan Children's Charity – Budget Approval • Plan and Concept approval • Commitment from Charity • Tender / RFP – Equipment • Notification – Paper and Council • Construction • Grand Opening Ceremony	• ~~2012 02 06~~ **COMPLETE** • ~~2012 02 20~~ **COMPLETE** • ~~2012 02 20~~ **COMPLETE** • 2013 02 • 2013 05 • 2013 05 to 06 • 2013 06	• PS • PT • PS • PT • PT • P Crew • PS	• $50,000 ($16,091) 32%
Skaha Park Elm Ave Development	• Design • Notification – Council, Papers, & Direct • Construction	• ~~2012 02~~ **COMPLETE** • ~~2012 03 12~~ **COMPLETE** • ~~2012 03 12 to 05 18~~ **COMPLETE**	• PS • PS • P & PW Crews	• $180,000 ($169,052) 94%
Handicapped Beach Access – Skaha Beach	• Consultation • Design • Notification • Construction	• 2012 04 to 06 **COMPLETE** • 2012 05 **COMPLETE** • 2012 07 **COMPLETE** • 2012 07 **COMPLETE**	• PS • PT • PT • PW Crew	• $ 40,000 • ($20,100) • 50%
Kings Park Fence Extension	• Quotes • Construction	• 2012 03 - **COMPLETE** • 2012 03 - **COMPLETE**	• PT • Contractor	• $15,000 ($18,120)

				121%
Bleacher Replacement Program	• Quotes • Construction	• 2012 08 - Complete • 2013 03 – **80%**	• PT • Contractor	• $10,000 ($7,440) 74%
Small Parks Projects • **KVR Informational Signs** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Design • Quotes • Install	• 2012 07 • 2012 07 - **COMPLETE** • 2013 03 – 50%	• PT • PT • P Crew	• $4,000 ($3000) 75%
Small Parks Projects • **KVR Warning Signs / Crosswalks** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Design • Quotes • Install	• ~~2012 06~~ - **COMPLETE** • 2012 06 • 2012 06 - **COMPLETE**	• PT • PT • PW Crew	• $4,000 ($1,500) 38%
Small Parks Projects • **Okanagan Park - Water Expansion** Note Electrical connections also constructed Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Design • Notification – User Groups / Event Coordinator • Install	• ~~2012 05~~ - **COMPLETE** • ~~2012 05~~ - **COMPLETE** • ~~2012 05~~ - **COMPLETE**	• PT • PT • P Crew	• $4,000 ($9,000) 225%
Small Parks Projects • **Skaha Sundial Decking** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Construction	• 2012 09 - **COMPLETE**	• P Crew	• $3,500 ($6,600) 186%
Small Parks Projects • ~~**GYRO**~~ **Marina Way Parks Signage** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Design • Quotes • Install	• 2012 07 **COMPLETE** • 2012 07 **COMPLETE** • 2013 03 – 50%	• PT • PT • P Crew	• $3,500 ($1,000) 29%
Small Parks Projects **Buoys** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Quotes • Install	• 2012 ~~06~~ 12 **COMPLETE**	• PT • P Crew	• $1,500 ($1,500) 100%
Pathway Repairs	• Area Identification • Construction	• 2012 05 - **COMPLETE** • 2012 05 to 06 **COMPLETE**	• PS • PW Crew	• $10,000 ($ 8,305) 83%
Ellis Creek Trail Head – CF	• Construction Completion • Opening Ceremony	• ~~2012 03 31~~ - **COMPLETE** • ~~2012 06~~ - **COMPLETE**	• P Crew • PS	• $84,200 ($83,605) 99%

PENTICTON PARKS MASTER PLAN	• Preparation of Draft Master Plan Document • Workshop with Council on the Draft Parks Master Plan • Revisions to the Draft Parks Master Plan based on Council feedback • Draft Parks Master Plan to Open Council meeting • Public meetings on the Draft Parks Master Plan • Refinement of the Parks Master Plan based on feedback received • Presentation and direction from City Council • Budget preparation • Implementation	• 2012 07 • 2012 08 20 • 2012 09 • 2012 09 17 • 2012 09 • 2012 10 • 2012 10 22 • 2012 10 • 2013 Plus	• DO • DO • DO • DO • DO • DO • DO • PS • PS	• N/A
		CEMETERY		
Cemetery Master Plan – CF **This project will be deferred to 4th quarter and will be complete in 2013.**	• Create RFP • RFP Evaluation • Council Approval – If Required • Issue PO • Review Draft Report • Introduction to Council / Public Process • Final Report to Council	• 2012 ~~04~~ ~~08~~ 11 - **COMPLETE** • 2012 ~~05~~ ~~09~~ 12 – **COMPLETE** • ~~2012~~ ~~05 22~~ 2013 01- **N/A** • ~~2012 05~~ 2013 - **COMPLETE** • ~~2012~~ ~~08~~ 2013 06 • 2012 ~~09 04~~ 2013 07 • 2012 ~~10 01~~ 2013 08	• PWM • PWM • PWM • PWM • PWM • PWM • PWM • PWM	• $80,000 ($73,000) 5%
		WATER UTILITY		
Rural Meter Pits	• Notification • Construction	• Prior to work • ~~2012 03 to 10~~ **COMPLETE**	• WS • PW Crew	• $45,000 ($47,000) 104%
Irrigation Upgrading	• Planning of Projects	• ~~2012 02 to 03~~ **COMPLETE**	• WS	• $30,000 ($28,970)

	• Notification as required • Construction	• As required • 2012 02 to 10 **COMPLETE**	• WS • PW Crew	100%
Greyback Dam Upgrades Due to unforeseen complexities of this project we expect the final project to be over budget approximately $37,000 for a total cost of $387,000	• Planning / Design / Eng Approval • Procurement of Gates • Review of Environmental / MOE Notification • Construction	• ~~2012 01 / 02~~ **COMPLETE** • ~~2012 02 / 03~~ **COMPLETE** • 2012 03 / 04 **COMPLETE** • 2012 08 to 09 **COMPLETE**	• PWM • WS • WS • Contractor	• $350,000 ($385,200) 110%
Penticton 2 Dam Upgrades	• Predesign / Design • Tender Package • MOE Approval / Environmental Impact Assessment • Tender Award • Preconstruction Meeting • Notification • Construction	• **COMPLETE** • 2012 02 to 03 - **COMPLETE** • 2012 03 - **COMPLETE** • 2012 05 - **COMPLETE** • 2012 ~~06~~ 08 - **COMPLETE** • 2012 07 / 08 - **COMPLETE** • 2012 08 / 11 – 95%	• PWM - Lead • WT– Support • WS - Support	• $1,550,000 ($1,609,182) 104%
Misc Dam Projects	• Design / Dam Safety Approval • Construction	• 2012 07 / 08 - **COMPLETE** • 2012 07 / 08 **COMPLETE**	• WS - Lead	• $13,500 ($10,700) 79%
Fire Hydrant Spacing Improvements Note: $60,000 was transferred to Capital Works for Hydrant Installations	• Planning • Notification – As Required • Construction	• **COMPLETE** • As required • 2012 03 to 11 – 85%	• WS - Lead	• $80,000 ($71,200) 89%
Leak Detection Program	• Tender • Notification • Perform Project	• ~~2012 03~~ **COMPLETE** • Week prior to work commencing **COMPLETE** • ~~To be determined~~ **COMPLETE**	• WT - Lead	• $18,000 ($20,300) 113%

SEWER UTILITY				
Compost Site – Upgrades	• Replacement as required	• 2012 12 **COMPLETE**	• WS - Lead	• $5,000 ($4,000) 80%
FLEET				
Purchase Fire Truck	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO • Take Possession	• ~~2012 02~~ **COMPLETE** • ~~2012 03~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 12~~ 2013 05	• FMS • PM • PWM • PM • FMS	• $650,000 ($570,000) 75%
Purchase Loader Note old loader recently sold on BC Auctions for $40,100 which is approximately $20,000 over estimated trade in value	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO • Take Possession	• ~~2012 02~~ **COMPLETE** • ~~2012 03~~ **COMPLETE** • ~~2012 04 02~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 06~~ **COMPLETE**	• FMS • PM • PWM • PM • FMS	• $170,000 ($154,000) 100%
Purchase Street Sweeper Old sweeper sold for $29,100 which is $10,000 more than estimated trade in value	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO • Take Possession	• ~~2012 05~~ **COMPLETE** • ~~2012 06~~ **COMPLETE** • ~~2012 07 16~~ **COMPLETE** • ~~2012 07~~ **COMPLETE** • ~~Variable~~ **COMPLETE**	• FMS • PM • PWM • PM • FMS	• $210,000 ($173,000) 100%
Purchase Line Truck Truck has purchased for $77,000 US some additional import charges expected and some minor modifications	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO • Take Possession	• 2012 07 **COMPLETE** • N/A **COMPLETE** • 2012 08 – N/A • 2012 08 - **COMPLETE** • 2012 12 - **COMPLETE**	• FMS • PM • PWM • PM • FMS	• $120,000 ($90,500) 100%
Purchase Misc Parks Equipment	• Purchase	• Variable	• FMS	• $8,000 ($3,434) 73%
Fleet GPS	• RFP • Evaluation • Council Approval • Issue PO • Training – Install and User • Policy Review / Notification • Installation	• **COMPLETE** • ~~2012 02~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • 2012 04 to 08 – In Progress • 2012 04 - **COMPLETE** • 2012 12 – In Progress **COMPLETE**	• FMS • PM • PWM • PM • PWM • PWM • FMS	• $31,000 + Installation ($26,000) 87%

2012
DEPARTMENTAL WORKPLAN
ACCOUNTING

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
ERP conversion project SECTION				
• This project represents the migration of the City away from its current inefficient and ineffective legacy systems to the Agresso Business World ERP system.	**Recommendation to Council** Includes – i) Complete report to Council (deliverable) ii) Present report to Council Communication to RFP respondents	Feb 6 2012	Colin Fisher	N/A, 100%
	Engage project manager Includes – i) Issue RFQ's for project manager ii) Engage project manager	Mar 2012	Colin Fisher Cathy Ingram Doug Leahy	$84,000 (10% expended)
	Establish oversight and management framework: Includes – i) Formalizing the project plan (deliverable) ii) Define roles for the project sponsor and project lead and identify individuals iii) Define role for the steering committee and identify individuals	Mar 2012	Colin Fisher Annette Antoniak Doug Leahy	N/A, 100%

	Award contract(s) with selected vendor (deliverable) : Includes but not restricted to negotiation of – i) Cost ii) Deliverables iii) Maintenance and support iv) Performance standards v) Provision for escalation vi) Recourse for non-performance vii) Completed terms of reference for vendor for both the ERP system and the budget module	Mar 2012	Colin Fisher Annette Antoniak Doug Leahy Project Manager	$234,000, 100% (ERP system licenses) $40,000, 100% (budgeting module licenses)
	Completion **of final drafts of key documents** (deliverables) : Includes but not restricted to – i) Project charter ii) Project scope document	Apr 2012	Project Manager	N/A, (80% completed)

	Create project plan (deliverable): Includes but not restricted to – i) Identification of the project team and assigning responsibilities ii) Formalizing a communications plan to stakeholders iii) Developing meeting schedules iv) Establish process for measuring progress (including against budget), controlling risk, and managing change v) Documentation of activities vi) Identification of all project tasks vii) Task flow chart viii) Timelines ix) Milestones including go/no-go decision points x) Deliverables throughout the project plan implementation xi) Training xii) Creation of testing scripts xiii) Conversion-day plan	Apr 2012	Colin Fisher Project Manager Department managers	N/A, (10% completed)
	2) Plan implementation: This is the most protracted step and includes – i) Completion of project tasks and deliverables ii) Ongoing meetings and communications iii) Ongoing review of progress against plan and budget iv) Reporting to stakeholders v) Execution of testing scripts Note: testing and creation of the conversion-day plan are project tasks	Apr 2012 -> Oct 2012	Colin Fisher Project Manager Department managers Department teams	$25,000 (backfill) $82,000, (vendor technical consulting, 5% expended) $183,000 (vendor conversion services, Unit 4) $61,000, (business analyst, 10% expended) $30,000 (vendor conversion services, Questica)

	Conversion: This is the execution of the conversion-day plan (deliverable) and includes – i) Having the necessary resources in place ii) Determination of a go/nogo decision iii) Critical failure actions iv) Documentation and sign-off	Sept 30 2012 (budgeting module) Oct 31 2012 (ERP system)	Colin Fisher Project Manager Department managers Department teams	N/A
	Post mortem: This is an evaluation and documentation of the project including – i) An analysis of what went well and what didn't (deliverable) ii) Tasks and procedures that have changed, been eliminated, or been added – including the impacts of all these changes had on efficiency and consumption of resources (deliverable). iii) What needs to be done or considered going forward – such as full implementation of specific functionalities or additional modules (deliverable) iv) Documentation and sign-off of the analysis (deliverable)	Nov 2012	Colin Fisher Project Manager Doug Leahy Annette Antoniak	$5,000, (contingencies, 80% expended)

2012
DEPARTMENTAL WORKPLAN
COLLECTIONS

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		Cash		
Third Party Credit Card System	Implement third party credit card system for various revenue sources	• Q1 2013	• AC	• $20,000 • 25% complete
		Utilities		
Pressure sealing to folding/inserting	Purchase folding/inserting machine and make changes to current billing procedure to accommodate the new process	• Q2 2012	• AC	• $20,000 • 100% Complete
Penalties to discounts	Discounts do not calculate correctly in system, investigate and provide options for penalty system	• Q4 2012	• AC	• $0 – unable to proceed
Telephone call disconnect notification	Implement telephone call for disconnections instead of mailing out notices	• Q1 2013	• AC	• $0 – 25% complete
E-billing (link to MyCity)	Launch e-billing system for Electric & Water utilities using Teleconnect, will direct customers to view billing information on MyCity	• Q2 2012	• AC	• $0 • 100% Complete
E-Billing (PDF of bill)	Launch e-billing system for Electric & Water utilities with assistance from Tempest to send a PDF copy of bills via email	• Q1 2013	• AC	• $60,000 60% complete
		Taxes		
E-billing	Launch e-billing system for taxes to send PDF copy of bills via email (will not be able to cease printing paper copies in 2012 - legislation being reviewed, possible changed in 2013 to include email as mail.)	• Q2 2012	• AC & BE	• $11,000 • 100% Complete

2012
DEPARTMENTAL WORKPLAN
COMMUNICATIONS
(October – Dec 31, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Communications plan	~~• Inventory of 2011 plan recommendations~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Assessment of plan recommendations~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Timeline for plan~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Department meetings, assessments~~	~~• 2012-Q2-3~~	Simone	COMPLETED
	~~• Research municipal plans~~	~~• 2012-Q2-4~~	Simone	COMPLETED
	~~• Analyze organizational strengths~~	~~• 2012-Q2-4~~	Simone	COMPLETED
	~~• Analyze organizational challenges~~	~~• 2012-Q3~~	Simone	COMPLETED
	• Develop departmental goals	• 2012-Q4	Simone	In progress
	• Develop departmental objectives	• 2012-Q4	Simone	In progress
	• Outline tactics, timing	• 2012-Q4	Simone	In progress
	• Implementation	• 2012-Q4	Simone	In progress
	~~• Develop 2013 budget~~	~~• 2012-Q3-4~~	Simone	COMPLETED
Downtown Revitalization	~~• Communications plan~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Vision phase comm campaign~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Vision phase evaluation~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Learning phase comm campaign~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Learning phase evaluation~~	~~• 2012-Q3~~	Simone	COMPLETED
	~~• Planning phase comm campaign~~	~~• 2012-Q3~~	Simone	COMPLETED
	~~• Planning phase evaluation~~	• 2012-Q3	Simone	COMPLETED
	~~• Dialogue phase comm campaign~~	~~• 2012-Q3~~	Simone	COMPLETED
	~~• Dialogue phase evaluation~~	• 2012-Q4	Simone	
	~~• Webpage creation~~	~~• 2012-Q2~~	IT	COMPLETED
	~~• Vanity URL creation~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Webpage population~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Webpage updates~~	~~• 2012-Q2-4~~	Simone	Ongoing

Waterfront Revitalization	~~• Phase 1 launch~~	~~• 2012 Q2~~	Simone	COMPLETED
	~~• Phase 1 campaign~~	~~• 2012 Q2~~	Simone	COMPLETED
	~~• Phase 3 campaign~~	~~• 2012 Q3~~	Simone	COMPLETED
	~~• Phase 4 campaign~~	~~• 2012 Q3~~	Simone	COMPLETED
	~~• Phase 5 campaign~~	~~• 2012 Q3-4~~	Simone	COMPLETED
	~~• Phase 6 campaign~~	~~• 2012 Q4~~	Simone	COMPLETED
	~~• Webpage creation~~	~~• 2012 Q2~~	IT	COMPLETED
	~~• Vanity URL creation~~	~~• 2012 Q2~~	Simone	COMPLETED
	~~• Webpage population~~	~~• 2012 Q2~~	Simone	COMPLETED
	~~• Webpage updates~~	~~• 2012 Q2-4~~		
Media relations	~~• Press Releases~~	~~• 2012 Q1~~	Karen	13 SENT
		~~• 2012 Q2~~	Simone	40 SENT
		~~• 2012 Q3~~	Simone	19 SENT
		~~• 2012 Q4~~	Simone	14 SENT
	~~• Backgrounders/Fact sheets/bios~~	~~• 2012 Q1~~	Karen	1 SENT
		~~• 2012 Q2~~	Simone	6 SENT
		~~• 2012 Q3~~	Simone	1 SENT
		~~• 2012 Q4~~	Simone	2 SENT
	~~• Media advisories~~	~~• 2012 Q1~~	Karen	1 SENT
		~~• 2012 Q2~~	Simone	3 SENT
		~~• 2012 Q3~~	Simone	4 SENT
		~~• 2012 Q4~~	Simone	3 SENT
		~~• 2012 Q2~~	Simone	2 SENT
	~~• Online Media Room~~	~~• 2012 Q4~~	Simone	COMPLETED
	• Media Relations Plan-outline	• ~~2012 Q4~~	Simone	In progress
	• Media Relations Plan-formation			In progress
Public relations	~~• Council Highlights-template~~	~~• 2012 Q2~~	Simone	COMPLETED
	~~• Council Highlights~~	~~• 2012 Q2-4~~	Simone	COMPLETED
	~~• Messages from mayor~~	~~• 2012 Q2-4~~	Com, Lorraine	COMPLETED
	~~• Speeches/talking points~~	~~• 2012 Q2-4~~	Simone	COMPLETED
	~~• Proclamations text~~	~~• 2012 Q2-4~~	Simone	COMPLETED
	~~• Stakeholder email list~~	~~• 2012 Q3~~	Simone	COMPLETED

Social Media	• ~~Migrate accounts to HootSuite~~ • ~~Live-tweet Council meetings~~ • ~~Regular posts to Twitter, Facebook~~ • ~~Multimedia components to all channels~~ • ~~Social media policy~~ • Social media comms plan-analysis • Social media comms plan-formation • Social media comms plan-implement	• ~~2012-Q2~~ • ~~2012-Q2-4~~ • ~~2012-Q2-4~~ • ~~2012-Q2-4~~ • ~~2012-Q3~~ • 2012-Q4 • 2012-Q4 • 2012-Q4	Simone, IT Simone Simone Simone Simone Simone Simone Simone	COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED In progress In progress In progress
Citizen Survey	• ~~Form task force to develop options~~ • ~~Recommendations to SLT~~ • ~~Develop budget~~ • ~~Review survey questions~~ • ~~Issue survey~~ • ~~Develop report~~	• ~~2012-Q2~~ • ~~2012-Q3~~ • ~~2012-Q3~~ • ~~2012-Q3~~ • ~~2012-Q3~~ • ~~2012-Q4~~	Simone Task force Task force Task force Task force Simone	COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED
Utility newsletter	• ~~Template design~~ • ~~RFQ for print contract pricing~~ • ~~June edition~~ • ~~July edition~~ • ~~August edition~~ • ~~September edition~~ • ~~October edition~~ • ~~November edition~~ • ~~December edition~~ • ~~January edition~~	• ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q3~~ • ~~2012-Q3~~ • ~~2012-Q3~~ • ~~2012-Q4~~ • ~~2012-Q4~~ • ~~2012-Q4~~	Simone Simone Simone Simone Simone Simone Simone Simone Simone Simone	COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED
Annual Report	• ~~Review design from 2010~~ • ~~Seek department submissions~~ • ~~Write content for current year~~ • ~~Update staff photos~~ • ~~Aggregate department content~~ • ~~Contract printer for copies, binding~~ • ~~Post online~~	• ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~	Simone Karen Simone Karen Simone Simone Simone	COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED
Special projects	• ~~Capital works notice~~ • ~~Bike Plan website~~ • ~~Bike Plan vanity URL~~ • ~~Bike Plan media campaign~~ • ~~Bike Plan launch event~~ • ~~WestJet presentation~~ • ~~Triathlon press conference~~	• ~~2012-Q2-3~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q2~~ • ~~2012-Q3~~	Simone Simone IT Simone Simone Delegation Simone	COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED

	• ~~EDO communications~~	• ~~2012 Q3-4~~	Comm, EDO	COMPLETED
Advertising	• ~~Book newspapers ads as required~~ • ~~Book radio spots as required~~ • ~~Book Facebook ads as required~~	• ~~2012 Q2-4~~ • ~~2012 Q2-4~~ • ~~2012 Q2-4~~	Simone Simone Simone	COMPLETED COMPLETED COMPLETED
Issues management	• ~~Assist Council, CAO, senior leaders and staff with issues as they arise~~	• ~~2012 Q2-4~~	Simone	COMPLETED

2012
DEPARTMENTAL WORKPLAN
CORPORATE ADMINISTRATION
(October 1 – December 31, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
~~Council Meetings~~	Review all staff reports to Council (open and in-camera) for consistency, adherence to City policy and legislation, agenda preparation, copying, linking and uploading reports, Public Hearings, Posting agendas and minutes to the internet, minute taking and Council follow up •		~~Karen, Cynthia Lorraine~~	• ~~Complete~~
	• ~~8 Regular or Special Council Meetings held~~ • ~~9 In-Camera Meetings held~~ • ~~6 Regular Meetings Held~~ • ~~1 Special Regular Meeting Held~~ • ~~6 Closed Meetings Held~~ • ~~5 Special Closed Meetings Held~~	• ~~2012 Q2~~ • ~~2012 Q3~~ • ~~2012 Q3~~ • ~~2012 Q3~~ • ~~2012 Q3~~	~~Karen Cynthia Lorraine~~	• ~~Complete~~
	• ~~6 Closed Meetings~~ • ~~6 Regular Meetings~~ • ~~4 Special Meetings~~ • ~~5 Special Budget Meetings~~ • ~~Legal Seminar~~	• ~~2012 Q4~~	~~Karen Cynthia~~	• ~~Complete~~
~~Committee Meetings (13 City Committees)~~	~~Same process as Council Meetings~~ • ~~34 Committee Meetings held~~ • ~~32 Committee Meetings Held~~ • ~~30 Committee Meetings held~~ • ~~33 Committee Meetings Held~~	 • ~~2012 Q1~~ • ~~2012 Q2~~ • ~~2012 Q3~~ • ~~2012 Q4~~	~~Barb~~	• ~~Completed~~

Staff Leadership Meetings	• Bi-weekly preparation of agendas, minute taking and preparing/tracking action items	• 2012-Q1 – Q4	Karen	• On-Going
Council Follow Up	• Following up on Council directives and tracking actions and completion dates in a database (including drafting routine letters and correspondence)	• On-Going	Cynthia/ Lorraine	• On-Going
City Page Advertising	• Overseeing the content of the City Page in the Herald and the Western Newspapers • ~~(26 City Page Ads Prepared in Q1)~~ • ~~(32 City Page Ads Prepared in Q2)~~ • ~~(32 City Page Ads Prepared in Q3)~~ • ~~(32 City Page Ads Prepared in Q4)~~	• 2012 Q1 – Q4 • On-Going	Lorraine	• Completed and on-going
Policies and Procedures	• ~~Preparation of Reports to Council Staff Policy and Procedure~~ • ~~Development of templates for Reports, bylaws, policies~~ • Council Policy Review and Update • ~~Develop a Bylaw Reference Document for Staff~~ • ~~One Employee of Council Policy~~ • ~~Template Development for Reports, Bylaws, Policies and Procedures~~ • ~~Delegations Policy~~ • ~~Public Hearing Policy~~	• ~~2012 Q1~~ • ~~2012 Q1~~ • 2012 Q2 – Q4 • ~~Q2~~ • ~~Q3~~ • ~~Q2~~ • ~~Q4~~ • ~~Q4~~	Karen	• Completed and on-going • Completed • Completed
Freedom of Information and Protection of Privacy	• ~~Developed a "List of Routinely Available Documents" for staff reference to assist with what is routinely available vs. processing through FOI~~ • ~~Processed 8 FOI Requests~~ • ~~Processed 7 FOI Requests~~ • ~~Processed 9 FOI Requests~~ • ~~Processed 10 FOI Request~~	• ~~2012 Q1~~ • ~~2012 Q1~~ • ~~2012 Q2~~ • ~~2012 Q3~~ • ~~2012 Q4~~	Karen	• Completed

Proclamations/Invitations/ Hosting of Special Visits	~~• 29 letters prepared~~ ~~• 1 visit from an Ikeda Delegation~~ ~~• Processed 19 Proclamations~~ ~~• Processed 7 Proclamations~~ ~~• Processed 5 Proclamations~~	~~• 2012 Q1~~ ~~• 2012 Q3~~ ~~• 2012 Q4~~	Barb	• Completed and On-going
Bylaws (Drafting or preparing)	~~3 OCP Bylaws~~ ~~6 Zoning~~ ~~16 Regulatory Bylaws~~ ~~4 Zoning Bylaw~~ ~~1 OCP Bylaw~~ ~~5 Regulatory Bylaws~~ ~~6 Development Permits~~ ~~4 Development Variance Permits~~ ~~1 Section 57 Notice~~ ~~14 Regulatory Bylaws~~ ~~9 Development Permits~~ ~~6 Development Variance Permits~~ ~~1 Section 57 Notices~~ ~~2 zoning bylaws~~ ~~6 Regulatory bylaws~~ ~~3 Development Variance Permits~~ ~~1 Development Permit~~ ~~• Business Improvement Area Petition and Bylaw (Front St. Association~~ ~~• Assisted the Front Street Assn. with their BIA (hosted a Special Meeting) Request will be forthcoming in July, 2012~~ ~~• Petition Process for Front Street BIA~~	~~• 2012 Q1~~ ~~• 2012 Q1~~ ~~• 2012 Q1~~ ~~• 2012 Q2~~ ~~• 2012 Q2~~ ~~• 2012 Q2~~ ~~• 2012 Q2~~ ~~• 2012 Q2~~ ~~• 2012 Q2~~ ~~• 2012 Q3~~ ~~• 2012 Q3~~ ~~• 2012 Q3~~ ~~• 2012 Q4~~ ~~• 2012 Q4~~ ~~• 2012 Q4~~ ~~• 2012 Q4~~ ~~• 2012 Q2~~ ~~• 2012 Q3~~ ~~• 2012 Q4~~	Karen/Cynthia	• Completed and on-going
City Staff Committees	~~• Legal Services Review Committee~~ ~~• Fire Services Core Review RFP Selection Committee~~	~~• 2012 Q1~~ ~~• 2012 Q2~~	Karen Karen	• Completed
Conduct Research on behalf of the City regarding bylaws,	~~• Processed 15 large research requests and several smaller requests~~	~~• 2012 Q1~~	Karen/Cynthia	• Completed and on-going

policies, legislation, interpretation and authority	~~• Processed 20 large research requests And several smaller requests Processed 22 research requests~~ ~~• Oversee Legal Opinions~~ ~~• Processed 15 Searches~~	~~• 2012 Q2~~ ~~• 2012 Q3~~ ~~• 2012 Q4~~		
Research and Implement an Agreements Tracker	~~• Researched and identified that the financial software can accommodate a contract tracker at no additional cost.~~ • To implement once financial software is implemented.	~~• Q2~~	Karen	
Administrative Support for Mayor, Council, and City Manager	• Drafting of correspondence, scheduling of calendars, event preparation, and research	• On-Going	Cynthia Lorraine	• On-going
Vet Agreements and Arrange for Signatures of all City agreements, covenants, contracts, etc.	• After each Council Meeting	• On-Going	Cynthia Lorraine	• Completed and on-going
Oversee the City's General In-Box and Respond as appropriate	• Daily	• On-Going	Karen Lorraine	• Completed and on-going
Arrangement for Council attendance at the Council conferences including SILGA, UBCM and FCM	• Making arrangements, registration, preparing briefing notes, binder preparation and follow up	~~• SILGA - Q2~~ ~~• UBCM - Q3~~	Karen	
Daily Issues Management and response to various queries from the public and staff	• Daily	• On-Going	Karen Cynthia	• Completed and on-going
Indexing of Council Reports, Agreement, and Bylaws for the Vault	• After each Council meeting	• On-Going	Lorraine	• Completed and on-going

2012
DEPARTMENTAL WORKPLAN
DEVELOPMENT SERVICES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
	HARDWARE INFRASTRUCTURE			
Downtown Revitalization	Council Strategic Priority for 2012.	• Q4 2012	• DDS / MP	• $267,000 • 85% Complete • ($180,000)
Climate Action	Implementation Plan for Corporate Climate Action Planning work.	• Q4 2012 (CF to 2013)	• DDS / EC	• $400,000 • 35% Complete • ($50,000)
Urban Deer Management	Implement Council direction for Deer Count / Capture & Cull	• Q4 2012 (CF to 2013)	• DDS	• $10,000 • 40% Complete • ($300)
Hire Business Licence Clerk	Hire new position and complete Business Licence move to Development Services	• Q1 2012	• MBP	• Complete
Brownfield Redevelopment	Implement new bylaws and incentive programs to deal with vacant properties and unsightly / hazardous buildings.	• Q2	• MP / MBP	• Ongoing • 35% complete
Improve Relationship with Development Community	• Work with Development Services Committee • Organize workshops / educational sessions with development community • Provide excellent customer service	• Ongoing	• DDS / MP / MBP	• Ongoing • 2 educational sessions held to date • Working with DSAC to improve efficiencies
Continue to streamline application processes	Planning & Building Department processes to be continually monitored for areas of improvement.	• Ongoing	• DDS / MP / MBP	• Ongoing
Update old bylaws	Review and amendments to existing bylaws to make easy to use for all.	• Ongoing	• DDS / MP / MBP	• Ongoing

2012
DEPARTMENTAL WORKPLAN
ECONOMIC DEVELOPMENT

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Downtown Revitalization – Bus Barn support	Council Strategic Priority for 2012. - Funding application - Tenant recruitment	• Q4 2012 and 2013	• DDS • ED	• 3 anchor tenant meeting completed
Business Retention	Business retention and awareness meetings Work with associations and tourism • Presentation to Chamber • Presentation to Rotary • Association meetings – PIDA, Chamber • Earned media interviews Assist local business upon request • Expansion assistance	• Ongoing • Q4 2012	• Tourism	• Ongoing • Ongoing • Completed • Completed • 1 Q4 interview • 3 Export development meetings
Resident Development	• Content research for Resident guide • Funnel research for marketing application as requested by Business Committee • Letter of support for Welcoming Communities initiative	• Q4 2012 • Q4 2012 • Welcoming Community plan for 2013		• On hold. Will use web resources • Research into marketing firm underway • Completed. Plan development in 2013
Hotel Initiative	Finalize report Develop hotel recruitment recommendation to address economic and strategic gap Attend hotel conference to develop contacts Follow up with best prospects	• Q2 – Q4 2012 • Q4 2012 • Q4	•	• Report complete • Ongoing • Completed • One meeting completed
Strategic Plan	• Present strategic plan draft to council and	• Q3	•	• Completed

	business committee • Finalize strategic plan and key initiatives for ED	• Q4		• Completed
Continue to streamline processes that affect business	Planning & Building Department processes to be continually monitored for areas of improvement Cash pilot for business licenses	• Ongoing • Q3 2012	• Anthony • Mitch	• Ongoing • Pilot on hold
Business advocacy	Review issues that affect business success, recruitment and retention. Address as needed	• Ongoing	• DDS / MP / MBP	• Ongoing
Penticton Indian Band	Assist PIB as emerging economic driver Leverage activities to create earned media and improved brand positioning Work on underground facilities to support Arrowleaf	• Ongoing • Ongoing • Q4 2012	• Mitch	• Ongoing • Ongoing • Ongoing
Branding	Develop Material needed for positioning Penticton as business ready - Inventory requirements - Procurement process initiation	• Q4 and Q1 2013	• Comms • Tourism	• Not started
Business Attraction (upon request)	- Assist women's gym with location identification - Hosting tour and introduction for Korean Student Agents - Assisted with bio lab facility premises	• Ongoing	•	• Completed • Completed
Support ED for Valley	OVEDS development of community profile information Culinary project analysis	• Q4 2012	•	• Site profile delay until Q1
Support Provincial and Federal Initiatives	• Export Development tour • Hospital expansion • Other initiatives upon request	• Q4 2012	•	• Completed 3 Export development meetings • Ongoing

2012
DEPARTMENTAL WORKPLAN
ELECTRIC DEPARTMENT
Updated 2013 01 09

DEVELOPMENTAL WORKPLAN: CAPITAL – CAPACITY AND BACKUP PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
PRJ-2012-4 **Install Voltage Regulator on Middle Bench Rd**	• ~~Design and Engineering, Reviews, QA Package~~ • ~~Final QA Approval~~ • ~~Tender Documents~~ • ~~IFC Packages~~ • ~~Issue RFQ, purchase materials~~ • ~~Construction~~ • Commissioning	• ~~2012 Q1-Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q3-4~~ **COMPLETE** • **2013 Q1**	• Consultant (PEC) • OMEU • Consultant • Consultant • OMEU • EUFore • EUFore	• $256,900 ($90,500) 35% Construction complete. Commissioning in 2013 Q1.
PRJ-2012-5 **Install tie for R-3, R-10, R-21, R-24**	• ~~Design and Engineering, Reviews, QA Package~~ • ~~Final QA Approval~~ • ~~IFC Packages~~ • ~~Purchase materials~~ • ~~Construction~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 03 09~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE**	• Consultant (PEC) • OMEU • Consultant • EUT • EUFore	• $329,700 ($80,800) 25% OH switch option lower cost than was budgeted for UG option
PRJ-2012-6 **Install 8/12 KV Step Transformer on Dawson Ave**	• Design and Engineering, Reviews, QA Package • ~~Develop transformer spec for tender~~ • Final QA Approval • Tender Documents • IFC Packages • Issue material Tender • Construction	• Underway • ~~COMPLETE~~ • ~~2012 Q124~~ 2013 Q1 • ~~2012 Q24~~ 2013 Q1 • ~~2012 Q24~~ 2013 Q2 • ~~2012 Q24~~ 2013 Q1 • ~~2012 Q3 – Q4~~ 2013 Q3/4	• Consultant (PEC), EU staff • EU staff • PEC • PEC • OMEU, EUT • EUFore	• $555,800 ($17,500) 5% Project delayed due to technical issues with spec. CF into 2013

PRJ-2012-7 **Reconductor Main St West Lane to 4/0 AL**	• Design and Engineering, Reviews, QA Package (moved in-house) • ~~Final QA Approval~~ • ~~IFC Packages~~ • ~~Purchase materials~~ • Construction	• 2012 ~~Q1~~24 COMPLETE • 2012 ~~Q1~~24 N/A • 2012 ~~Q1~~24 N/A • 2012 ~~Q2~~4 **COMPLETE** • ~~2012 Q3~~4 2013 Q2	• Consultant (PEC), EU staff • EU staff • PEC • EUT • EUFore	• $193,900 ($300) 0% Planning completed. Construction delayed due to seasonal loading/outage considerations.
PRJ-2012-11 **477 AL Express Feeder and Voltage Regulator** Project on **HOLD** awaiting outcome of Westminster Substation upgrade.	• Design and Engineering, Reviews, QA Package • Final QA Approval • Tender Documents • IFC Packages • Issue RFP, purchase materials • Construction	• 2012 Q1 **ON HOLD** • 2012 Q1 • 2012 Q2 • 2012 Q2 • 2012 Q2 • 2012 Q2 – Q4	• Consultant (PEC), EU staff • EU staff • PEC • PEC • OMEU, EUT, Contractor	• $730,900 ($0) 0% Project cancelled. Not required with new WES 12KV upgrade in 2013/14
PRJ-2012-16 **Install 477 AL tie between R-4 and R-5**	• ~~Design and Engineering, Reviews, QA Package~~ • ~~Final QA Approval~~ • ~~IFC Packages~~ • ~~Order materials~~ • ~~Construction~~	• ~~2012 Q12~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q3~~ **COMPLETE**	• Consultant (PEC), EU staff • EU staff • PEC • EUT, EUFore	• $33,600 ($16,650) 50% Complete

In addition to the above major projects, there are 13 smaller Capacity and Backup Projects which will be undertaken through 2012 by Utility staff.

- **Two new feeder ties completed in 2012**
- **11 new gang switch installations completed in 2012**
- **Four load transfer projects cancelled in 2012 due to effect of WES 12KV upgrade in 2013/14 (revised Master Plan)**

DEVELOPMENTAL WORKPLAN: CAPITAL – BASE, SPECIAL PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Wood Pole Replacements • **Ongoing through 2012** • **Acct #673-20**	• Review location requirements • Prepare design and issue Work Request • Replace pole	• 2012 Q1 – Q4 • 2012 Q1 – Q4 • 2012 Q1 – Q4	• EUFore, EUSub • EUT • PLTs	• $165,600 ($60,000) 36% Fewer pole replacements than planned due to other Capital projects
#6 Copper Conductor Replacement • **Ongoing through 2012** • **Acct #673-60**	• ~~Review location requirements~~ • ~~Prepare design and issue Work Request~~ • ~~Replace conductor~~	• ~~2012 Q1 – Q4~~ **COMP.** • ~~2012 Q1 – Q4~~ **COMP.** • ~~2012 Q1 – Q4~~ **COMP.**	• EUFore, EUSub • EUT T • PLTs	• $220,600 ($22,000) 10% 2012 planned upgrades completed
Substation Demand Metering • **Acct 675-09**	• Review metering requirements • Prepare RFP • Evaluate RFP Responses • Purchase and install equipment • **ON HOLD PENDING SCADA UPGRADE REVIEW**	• 2012 Q~~1~~2 • 2012 Q3 • 2012 Q2 • 2012 Q2 – Q3	• OMEU, MT • OMEU • OMEU, MT • OMEU, MT contractor	• $110,000 ($0) 0% **ON HOLD PENDING SCADA UPGRADE REVIEW. CF into 2013**
Voltage Conversion • **Transformer Replacements on Circuits R-5 and R-6** • **Acct #677-10**	• ~~Review location requirements~~ • ~~Prepare Transformer Purchase Tender~~ • ~~Review Tenders, Issue PO~~ • ~~Prepare design and issue WR~~ • ~~Replace Transformers~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1 – Q4~~ **COMP.** • ~~2012 Q1 – Q4~~ **COMP.**	• EUFore, EUT • OMEU, PM • OMEU, PM • EUT • PLTs	• $400,000 ($280,000) 70% Some overlap with PCB Sensitive Areas remediation budget
AMR Conversion • **2700 meters** • **Acct #678-10**	• ~~Prepare 2012 Deployment Plan~~ • ~~Order required meters for 2012~~ • ~~Prepare Meter Change Docs~~ • ~~Carry out meter replacements – Goal 300 -400 /month~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • 2012 Q1 – Q4 **COMPLETE**	• OMEU OM • MT • MT • MT, Temp	• $312,000 ($288,000) 92% **COMPLETE**

DEVELOPMENTAL WORKPLAN: OPERATING – SIGNIFICANT & SPECIAL PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Wood Pole Test & Treat • **Acct #501-70**	• ~~Review pole database and compile pole list~~ • ~~Install asset tags, document pole contacts~~ • ~~Prepare RFP/RFQ, review submissions~~ • ~~Award contact~~ • ~~Test & Treat proceed~~ • Update database	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1-Q4~~ **COMPLETE** • ~~2012 Q34~~ **COMPLETE** • ~~2012 Q34~~ **COMPLETE** • ~~2012 Q34~~ **COMPLETE** • 2012 Q4 **ONGOING**	• EUT • EUT, EUFore • OMEU, EUT • OMEU • Contractor • EUT	• $205,000 ($109,000) 50% Database updates continuing in 2013 Q1 Fewer stubs/treats required than budgeted.
Carmi Sub Recloser Overhauls • **Overhaul and service 4 reclosers** • **Acct #505-30**	• ~~Quotes for servicing reclosers~~ • ~~Ship spare recloser to PTI~~ • ~~Replace & OH 2 reclosers~~ • ~~Replace & OH 2 reclosers~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q34~~ **COMPLETE**	• OMEU • MT • EUFore • EUFore	• $35,000 ($34,500) 100% **COMPLETE**
Review & Update Safe Practices Regulations • **New format** • **Incorporate CPEU policies & procedures**	• ~~Review of existing SPR manual, update~~ • ~~Manager review of proposed changes~~ • ~~Incorporate existing procedures into SPR manual~~ • ~~Manager review of new SPR manual~~	• ~~2012 Q1~~ **COMPLETE** • 2012 ~~Q12~~ **COMPLETE** • 2012 ~~Q24~~ **COMPLETE** • 2012 ~~Q24~~ **COMPLETE**	• EUSub • OMEU • EUSub • OMEU	• N/A, 75% Core SPR Manual developed and printed. Work Procedures manual to follow in 2013
MICRO HYDRO AND NATURAL GAS OR WOOD FUELLED ELECTRICTY GENERATION • **Acct #679-02**	• Issue Proposal Call • Receipt of Proposals • Award • Start-up Meeting • Submission Alternatives Report • Presentation Alternatives Report to Staff • Submission of Draft Final Report • Submission of Final Report • Presentation and direction from	• ~~2012-02-06~~ **COMPLETE** • ~~2012-02-21~~ **COMPLETE** • ~~2012-03-19~~ **COMPLETE** • ~~2012-03-19~~ **COMPLETE** • ~~2012-05-09~~ **COMPLETE** • ~~2012-05-23~~ **COMPLETE** • ~~2012-06-22~~ **COMPLETE** • ~~2012-07-06~~ **COMPLETE** • ~~2012-08-20~~ **COMPLETE**	• DO • DO • DO • DO • DO • DO • DO • DO • DO	• $23,000 ($23,000) 100%

	City Council If the Feasibility Study requires further work then: • Budget Preparation • Completion of additional Feasibility Study Work • Presentation and direction from Council If the project is approved then: • Permitting • Securing of electricity sales and natural gas purchase • Design • Construction • Commissioning • Operation	 • ~~2012 09~~ **COMPLETE** • 2013 08 • 2013 09 • Q1 2014 • Q1 2014 • Q2 2014 • Q3 2015 • Q1 2016 • Q2 2016	 • DO • DO • DO • DO • DO • MOEU • MOEU • MOEU • MOEU	
POLE CONTACT AGREEMENTS	• Complete analysis of pole contact costs • Complete review of Shaw and Telus Pole Contact Agreement and identify changes • Creation of an updated Shaw and Telus Pole Contact Agreement • Review proposed price and contract changes with Shaw and Telus • Negotiate changes with Shaw and Telus • Agreements to Council for considerations and execution • Budget for revised revenue stream	• ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • 2012 08 **COMPLETE** • 2012 09 UNDERWAY • 2013 03 • 2013 08	• DO • DO • DO • DO • DO • DO • DO	• N/A, 75%
GREEN JOB GRANT PROCESS	• Issue Proposal Call • Receipt of Proposals • Award • Start-up Meeting	• ~~2012 02~~ **COMPLETE** • ~~2012 02~~ **COMPLETE** • ~~2012 03~~ **COMPLETE** • ~~2012 03~~ **COMPLETE**	• DO • DO • DO • DO	• N/A, 50%

	• Submission of Draft Final Report • Submission of Final Report • Presentation and direction from City Council If No Business Case STOP. If Business Case: • Develop a Program and Budget • Presentation and direction from Council • Budget Amendment • Program Launch	• 2012 07 **COMPLETE** • ~~2012 08~~ **COMPLETE** • 2012 10 **COMPLETE** • 2013 03 • 2013 03 • 2013 03 • 2013 Q2	• DO • DO • OMEU • OMEU • OMEU • OMEU	
Complete Policy setting various Electric Utility Maintenance Priorities and Standards • **Switch inspection & maintenance** • **Vault inspection & maintenance**	• Review existing maintenance policies • Determine appropriate service levels • Draft new policy • Review and revisions • Submit final policy	• 2013 Q4 • 2013 Q4 • 2013 Q4 • 2013 Q4 • 2013 Q4	• OMEU • OMEU EUFore • OMEU • DO, OMEU • OMEU	• N/A, 5% **CF INTO 2013**

2012
DEPARTMENTAL WORKPLAN
ELECTRIC DEPARTMENT
Updated 2013 01 09

DEVELOPMENTAL WORKPLAN: CAPITAL – CAPACITY AND BACKUP PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
PRJ-2012-4 **Install Voltage Regulator on Middle Bench Rd**	• ~~Design and Engineering, Reviews, QA Package~~ • ~~Final QA Approval~~ • ~~Tender Documents~~ • ~~IFC Packages~~ • ~~Issue RFQ, purchase materials~~ • ~~Construction~~ • Commissioning	• ~~2012 Q1-Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q3-4~~ **COMPLETE** • **2013 Q1**	• Consultant (PEC) • OMEU • Consultant • Consultant • OMEU • EUFore • EUFore	• $256,900 ($90,500) 35% Construction complete. Commissioning in 2013 Q1.
PRJ-2012-5 **Install tie for R-3, R-10, R-21, R-24**	• ~~Design and Engineering, Reviews, QA Package~~ • ~~Final QA Approval~~ • ~~IFC Packages~~ • ~~Purchase materials~~ • ~~Construction~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 03 09~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE**	• Consultant (PEC) • OMEU • Consultant • EUT • EUFore	• $329,700 ($80,800) 25% OH switch option lower cost than was budgeted for UG option
PRJ-2012-6 **Install 8/12 KV Step Transformer on Dawson Ave**	• Design and Engineering, Reviews, QA Package • ~~Develop transformer spec for tender~~ • Final QA Approval • Tender Documents • IFC Packages • Issue material Tender • Construction	• Underway • ~~COMPLETE~~ • ~~2012 Q124~~ 2013 Q1 • ~~2012 Q24~~ 2013 Q1 • ~~2012 Q24~~ 2013 Q2 • ~~2012 Q24~~ 2013 Q1 • ~~2012 Q3 – Q4~~ 2013 Q3/4	• Consultant (PEC), EU staff • EU staff • PEC • PEC • OMEU, EUT • EUFore	• $555,800 ($17,500) 5% Project delayed due to technical issues with spec. CF into 2013

PRJ-2012-7 **Reconductor Main St West Lane to 4/0 AL**	• Design and Engineering, Reviews, QA Package (moved in-house) • ~~Final QA Approval~~ • ~~IFC Packages~~ • ~~Purchase materials~~ • Construction	• 2012 ~~Q124~~ COMPLETE • 2012 ~~Q124~~ N/A • 2012 ~~Q124~~ N/A • 2012 ~~Q24~~ **COMPLETE** • ~~2012 Q34~~ 2013 Q2	• Consultant (PEC), EU staff • EU staff • PEC • EUT • EUFore	• $193,900 ($300) 0% Planning completed. Construction delayed due to seasonal loading/outage considerations.
PRJ-2012-11 **477 AL Express Feeder and Voltage Regulator** Project on **HOLD** awaiting outcome of Westminster Substation upgrade.	• Design and Engineering, Reviews, QA Package • Final QA Approval • Tender Documents • IFC Packages • Issue RFP, purchase materials • Construction	• 2012 Q1 **ON HOLD** • 2012 Q1 • 2012 Q2 • 2012 Q2 • 2012 Q2 • 2012 Q2 – Q4	• Consultant (PEC), EU staff • EU staff • PEC • PEC • OMEU, EUT, Contractor	• $730,900 ($0) 0% Project cancelled. Not required with new WES 12KV upgrade in 2013/14
PRJ-2012-16 **Install 477 AL tie between R-4 and R-5**	• ~~Design and Engineering, Reviews, QA Package~~ • ~~Final QA Approval~~ • ~~IFC Packages~~ • ~~Order materials~~ • ~~Construction~~	• ~~2012 Q12~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q3~~ **COMPLETE**	• Consultant (PEC), EU staff • EU staff • PEC • EUT, EUFore	• $33,600 ($16,650) 50% Complete

In addition to the above major projects, there are 13 smaller Capacity and Backup Projects which will be undertaken through 2012 by Utility staff.

- **Two new feeder ties completed in 2012**
- **11 new gang switch installations completed in 2012**
- **Four load transfer projects cancelled in 2012 due to effect of WES 12KV upgrade in 2013/14 (revised Master Plan)**

DEVELOPMENTAL WORKPLAN: CAPITAL – BASE, SPECIAL PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Wood Pole Replacements • **Ongoing through 2012** • **Acct #673-20**	• Review location requirements • Prepare design and issue Work Request • Replace pole	• 2012 Q1 – Q4 • 2012 Q1 – Q4 • 2012 Q1 – Q4	• EUFore, EUSub • EUT • PLTs	• $165,600 ($60,000) 36% Fewer pole replacements than planned due to other Capital projects
#6 Copper Conductor Replacement • **Ongoing through 2012** • **Acct #673-60**	• ~~Review location requirements~~ • ~~Prepare design and issue Work Request~~ • ~~Replace conductor~~	• ~~2012 Q1 – Q4~~ **COMP.** • ~~2012 Q1 – Q4~~ **COMP.** • ~~2012 Q1 – Q4~~ **COMP.**	• EUFore, EUSub • EUT T • PLTs	• $220,600 ($22,000) 10% 2012 planned upgrades completed
Substation Demand Metering • **Acct 675-09**	• Review metering requirements • Prepare RFP • Evaluate RFP Responses • Purchase and install equipment • **ON HOLD PENDING SCADA UPGRADE REVIEW**	• 2012 Q12 • 2012 Q3 • 2012 Q2 • 2012 Q2 – Q3	• OMEU, MT • OMEU • OMEU, MT • OMEU, MT contractor	• $110,000 ($0) 0% **ON HOLD PENDING SCADA UPGRADE REVIEW. CF into 2013**
Voltage Conversion • **Transformer Replacements on Circuits R-5 and R-6** • **Acct #677-10**	• ~~Review location requirements~~ • ~~Prepare Transformer Purchase Tender~~ • ~~Review Tenders, Issue PO~~ • ~~Prepare design and issue WR~~ • ~~Replace Transformers~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1 – Q4~~ **COMP.** • ~~2012 Q1 – Q4~~ **COMP.**	• EUFore, EUT • OMEU, PM • OMEU, PM • EUT • PLTs	• $400,000 ($280,000) 70% Some overlap with PCB Sensitive Areas remediation budget
AMR Conversion • **2700 meters** • **Acct #678-10**	• ~~Prepare 2012 Deployment Plan~~ • ~~Order required meters for 2012~~ • ~~Prepare Meter Change Docs~~ • ~~Carry out meter replacements – Goal 300 -400 /month~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • 2012 Q1 – Q4 **COMPLETE**	• OMEU OM • MT • MT • MT, Temp	• $312,000 ($288,000) 92% **COMPLETE**

DEVELOPMENTAL WORKPLAN: OPERATING – SIGNIFICANT & SPECIAL PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Wood Pole Test & Treat • **Acct #501-70**	• ~~Review pole database and compile pole list~~ • ~~Install asset tags, document pole contacts~~ • ~~Prepare RFP/RFQ, review submissions~~ • ~~Award contact~~ • ~~Test & Treat proceed~~ • Update database	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1-Q4~~ **COMPLETE** • ~~2012 Q34~~ **COMPLETE** • ~~2012 Q34~~ **COMPLETE** • ~~2012 Q34~~ **COMPLETE** • 2012 Q4 **ONGOING**	• EUT • EUT, EUFore • OMEU, EUT • OMEU • Contractor • EUT	• $205,000 ($109,000) 50% Database updates continuing in 2013 Q1 Fewer stubs/treats required than budgeted.
Carmi Sub Recloser Overhauls • **Overhaul and service 4 reclosers** • **Acct #505-30**	• ~~Quotes for servicing reclosers~~ • ~~Ship spare recloser to PTI~~ • ~~Replace & OH 2 reclosers~~ • ~~Replace & OH 2 reclosers~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q34~~ **COMPLETE**	• OMEU • MT • EUFore • EUFore	• $35,000 ($34,500) 100% **COMPLETE**
Review & Update Safe Practices Regulations • **New format** • **Incorporate CPEU policies & procedures**	• ~~Review of existing SPR manual, update~~ • ~~Manager review of proposed changes~~ • ~~Incorporate existing procedures into SPR manual~~ • ~~Manager review of new SPR manual~~	• ~~2012 Q1~~ **COMPLETE** • 2012 ~~Q12~~ **COMPLETE** • 2012 ~~Q24~~ **COMPLETE** • 2012 ~~Q24~~ **COMPLETE**	• EUSub • OMEU • EUSub • OMEU	• N/A, 75% Core SPR Manual developed and printed. Work Procedures manual to follow in 2013
MICRO HYDRO AND NATURAL GAS OR WOOD FUELLED ELECTRICTY GENERATION • **Acct #679-02**	• Issue Proposal Call • Receipt of Proposals • Award • Start-up Meeting • Submission Alternatives Report • Presentation Alternatives Report to Staff • Submission of Draft Final Report • Submission of Final Report • Presentation and direction from	• ~~2012 02 06~~ **COMPLETE** • ~~2012 02 21~~ **COMPLETE** • ~~2012 03 19~~ **COMPLETE** • ~~2012 03 19~~ **COMPLETE** • ~~2012 05 09~~ **COMPLETE** • ~~2012 05 23~~ **COMPLETE** • ~~2012 06 22~~ **COMPLETE** • ~~2012 07 06~~ **COMPLETE** • ~~2012 08 20~~ **COMPLETE**	• DO • DO • DO • DO • DO • DO • DO • DO • DO	• $23,000 ($23,000) 100%

	City Council If the Feasibility Study requires further work then: • Budget Preparation • Completion of additional Feasibility Study Work • Presentation and direction from Council If the project is approved then: • Permitting • Securing of electricity sales and natural gas purchase • Design • Construction • Commissioning • Operation	 • ~~2012 09~~ **COMPLETE** • 2013 08 • 2013 09 • Q1 2014 • Q1 2014 • Q2 2014 • Q3 2015 • Q1 2016 • Q2 2016	 • DO • DO • DO • DO • DO • MOEU • MOEU • MOEU • MOEU	
POLE CONTACT AGREEMENTS	• Complete analysis of pole contact costs • Complete review of Shaw and Telus Pole Contact Agreement and identify changes • Creation of an updated Shaw and Telus Pole Contact Agreement • Review proposed price and contract changes with Shaw and Telus • Negotiate changes with Shaw and Telus • Agreements to Council for considerations and execution • Budget for revised revenue stream	• ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • 2012 08 **COMPLETE** • 2012 09 UNDERWAY • 2013 03 • 2013 08	• DO • DO • DO • DO • DO • DO • DO	• N/A, 75%
GREEN JOB GRANT PROCESS	• Issue Proposal Call • Receipt of Proposals • Award • Start-up Meeting	• ~~2012 02~~ **COMPLETE** • ~~2012 02~~ **COMPLETE** • ~~2012 03~~ **COMPLETE** • ~~2012 03~~ **COMPLETE**	• DO • DO • DO • DO	• N/A, 50%

	• Submission of Draft Final Report • Submission of Final Report • Presentation and direction from City Council If No Business Case STOP. If Business Case: • Develop a Program and Budget • Presentation and direction from Council • Budget Amendment • Program Launch	• 2012 07 **COMPLETE** • ~~2012 08~~ **COMPLETE** • 2012 10 **COMPLETE** • 2013 03 • 2013 03 • 2013 03 • 2013 Q2	• DO • DO • OMEU • OMEU • OMEU • OMEU	
Complete Policy setting various Electric Utility Maintenance Priorities and Standards • **Switch inspection & maintenance** • **Vault inspection & maintenance**	• Review existing maintenance policies • Determine appropriate service levels • Draft new policy • Review and revisions • Submit final policy	• 2013 Q4 • 2013 Q4 • 2013 Q4 • 2013 Q4 • 2013 Q4	• OMEU • OMEU EUFore • OMEU • DO, OMEU • OMEU	• N/A, 5% **CF INTO 2013**

2012
DEPARTMENTAL WORKPLAN
ENGINEERING
Updated 2012 10 09

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
DESIGN SECTION				
2012 Capital Works Contract	This is the prime capital works project for 2012 and combines the following projects: 1. SOEC Parking Lot 2. Aging Watermain Upgrades 3. Undersized Watermain Upgrades 4. Sanitary sewer upgrades 5. Road rehabilitation			• $272,000 ($133,900) 49% • $1,260,000 ($1,048,225) 83% • $500,000 ($374,431) 75% • $250,000 ($229,000) 92% • $380,000 ($192,000) 100%
	• Complete designs and tender documents • Tender period • Award contract • Commence construction • Complete construction	• ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • ~~2012 10~~ **COMPLETE**	• CE • CE • DS • DS • DS	

Golf Course Pond rehabilitation works	This project will see the weirs, outfall and retention pond retaining walls reconstructed. • Complete permit process – **additional permit requirements by MoE** • Construct works – dependant upon weather and updated budget	• 2012 Q3 **COMPLETE** • • 2013 Q1	• CE • MPW	• $127,000 ($6,085) 5% Out to tender.
Traffic calming, intersection and crosswalk improvements	Design and installation of improvements at various locations throughout City per consultant recommendations dealing with public complaints. • Complete designs • Complete implementation	• 2012 Q4 **COMPLETE** • ~~2012 08 31~~ 2013 Q1	• CE • DS	• $40,000 ($0) 0%,
Bike Network design and implementation	Present Bike Network plan to Council and Public for acceptance and endorsement. • Council Work Shop • Public Consultation In progress but extended • Endorsement by Council • Amend OCP • Complete designs – pending Council direction. • Implement bike lanes	• 2012 02 **COMPLETE** • 2012 **COMPLETE** • 2013 01 **COMPLETE** • 2013 03 **COMPLETE** • 2013 04 • 2013 Q3	• CE • CE • DO • DO • CE • CE	• $30,000 ($26,500) 88%
Middle Bench Road intersection improvements	• Complete design • Complete road improvements (curb extensions/road markings)	• ~~2012 04~~ **COMPLETE** • ~~2012 05~~ **COMPLETE**	• DS • PW crews	• $10,000 ($10,000) 100%
Kiwanis Walking Pier assessment $23,000	Review of wooden pier by specialist consultant • Issue request for proposal • Award assignment • Completed report	• ~~2012 05~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • ~~2012 07~~ **COMPLETE**	• CE • Consultant • Consultant	• $23,000 ($5,037) 22%
Local Improvement Area strategy $28,000	Define a strategy for cost sharing of infrastructure improvements. • Complete research and compose strategy for review • Present to Council and revise bylaw	• 2013 Q2 • 2013 Q2	• CE • CE	• $28,000 ($0) 0%
2013 Pre-design	Commence pre-design work to assist in 2013 budget preparation and to meet 2013 construction season.	• 2012 08 **UNDERWAY**	• CE	• In progress

2013 Budget preparation	• Commence compilation of information and create budget proposal for 2013 • Complete first draft	• ~~2012 09~~ **COMPLETE** • ~~2012 10~~ **COMPLETE**	• DS	• In progress
Permit processing for earthworks, Schedule F, utility services	• As and when required	• Continuous	• CE	• NA
Engineering Development review	• As and when required	• Continuous	• DT	• NA

ADVANCED WASTE WATER TREATMENT PLANT				
Fermenter upgrade/rebuild	Confirm best solution based on review of existing structural condition of fermenter and capacity. Schedule to be confirmed based on results of structural and capacity reviews. • Complete structural and capacity review • Complete pre-design and cost estimates and report to Council • Detailed design and Tender • Award contract • Commence construction • Complete Construction Note that Q1 failure of Digester and loading impact on Fermenter has resulted in amended work plan that includes review of Water and Wastewater Plant sludge handling (which also impacts Fermenter capacity)	• ~~2012 Q3~~ **COMPLETE** • 2012 Q4 **COMPLETE** • 2013 Q1 • 2013 Q2 • 2013 Q2 • 2013 Q4	• AECOM • AECOM • AECOM • CE • WWTPS • WWTPS	• $590,000 ($145,000) 25%
Plant maintenance and equipment refurbishment by AWWTP staff	Routine preventative measures to include: 1. Bio gearbox rebuild 2. Electrical upgrades 3. Instrumentation software updates 4. Digester mechanical and electrical upgrades. (See note above re Digester failure –	• 2013 Q1 **IN PROGRESS** • ~~2012 12~~ **COMPLETE** • 2012 12 **COMPLETE** • **REALLOCATED TO THE FERMENTER**	• WWTPS • WWTPS • WWTPS • N/A	• $77,500 ($33,900) 80%

	objective is now for cleaning and repair assessment)			
Plant maintenance and equipment refurbishment by AWWTP staff, consultant and contractor.	Routine preventative measures to include: 1. Lift station condition assessment 2. Lift station equipment replacement 3. Screw pump rebuild (need to be replaced – replace in 2013)	• 2012 Q4 **COMPLETE** • 2012 12 **COMPLETE** • 2013 Q3	• Consultt • AWWTS • AWWTS • AWWTP	• $70,000 ($20,000) 29%

WATER TREATMENT PLANT				
Watershed Protection Study	• Work is in progress – Completion scheduled • Draft Report complete	• 2012 09 31 • 2012 Q4 Report out for review by Health and technical committee	• WTPS	• $120,000 ($26,638 22%
Install 3rd Backwash Pump	• Construction in progress – completion scheduled. Deficiency correction in progress.	• ~~2012 02~~ **COMPLETE**	• WTPS	• $193,000 ($87,488) 45%
Plant maintenance and equipment refurbishment by WTP staff	• Routine plant optimization and preventative measures to include: 1. New valve for raw creek water 2. Install particle Counter 3. Clean and inspect lake wet well 4. New valve on raw lake intake line 5. Update emergency response plan 6. Install Naramata Road booster station SCADA 7. Booster stations - pump maintenance 8. Optimization study added to address sludge handling – see AWWTP report.	• ~~2012 03~~ **COMPLETE** • ~~2012 02~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • ~~2012 06~~ **COMPLETE** • ~~2012 06~~ **COMPLETE** • ~~2012 06~~ **COMPLETE** • ~~2012 Q3~~ **COMPLETE**	• WTPS • WTPS • WTPS • WTPS • WTPS • WTPS • WTPS • WTPS	• $69,000 ($43,000) 62%

2012
DEPARTMENTAL WORKPLAN
FACILITIES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		FACILITIES		
Community Centre	• General Replacements	• Ongoing	• RECS	• $26,500
	•	• 2012 06 30 Update	• RECS	• 5% Complete
	•	• 2012 12 31 Update	• RECS	• 100%Complete
	• Miscellaneous Repairs/Safety Code	• Ongoing	• FACS	• $10,000
	•	• 2012 06 30 Update	• FACS	• 90% Complete
	•	• 2012 12 31 Update	• FACS	• 100%Complete
	• Roof Replacement	• 2012 05 31	• FACS	• $200,000
	•	• 2012 06 30 Update	• FACS	• 100%Complete
	• Theatre Lobby Renovations	• 2012 06 30	• FACS	• $21,000
	•	• 2012 06 30 Update	• RECS	• 100%Complete
	• Pool Deck Security Gates	• 2012 08 31	• FACS	• $10,000
	• (bldg. inspection issues CF to 2013)	• 2012 12 31 Update	• FACS	• CF to 2013
	• Partition Wall Rooms #2 & #3	• 2012 09 09	• FACS	• $18,000
	• (CF to 2013 Viewing Room)	• 2012 12 31 Update	• FACS	• CF to 2013
	• Fitness Room Upgrade	• 2012 07 31	• RECS	• $40,000 CF
		• 2012 06 30 Update	• RECS	• 80% Complete
		• 2012 12 31 Update	• RECS	• 100%Complete
City Hall	• Committee Room A Renovation	• 2012 03 31	• FACS	• $15,000 CF
	•	• 2102 03 31 Update	• FACS	• 100%Complete
	• Board Room Upgrade	• 2012 03 31	• FACS	• $5,000 CF
	•	• 2102 04 15 Complete	• FACS	• 100%Complete
	• 2nd Floor Reception Renovations	• 2012 06 30	• FACS	• $25,000
	• Delayed as per Development Services	• Rev 2012 08 31	• FACS	• 25% Comp. arch/design
	• (CF to 2013 for 1st/2nd floor changes)			• CF to 2013
Climate Action Plan	• City Wide Energy Retrofits	• 2012 12 31	• FACS	• $400,000
	•	• 2012 12 31 Update	• FACS	• 25% spent, balance to CF 2013
	•	•	•	
	•	•	•	

	• Other City Properties Lighting Conversion • Fire Hall #2, • McLaren Arena, • Curling Club • City Hall, City Yards, Fire Hall #1, Leir House Lighting Conversion	• 2012 06 15 Complete • 2012 03 31 • 2012 12 31 Update • 2012 12 31 Update • 2012 12 31 Update • 2012 12 31 Update	• FACS • FACS • FACS • FACS • FACS • FACS	• 100%Complete • 100%Complete • 100%Complete • 100%Complete • 100%Complete • 100%Complete
	•	•	•	•
City Yards Buildings	• Garage Air Handling Parts on order ETA Nov. 30th Parts arrived, need proper weather to install, scheduled for March 2013	• 2012 08 31 • 2012 06 30 • 2012 12 31 Update •	• FACS • FACS • FACS	• $6,000 • 40% Complete • 75%Complete
Fire Hall # 2	• Emergency Generator	• 2012 06 30 • 2012 06 30 Update • 2012 12 31 Update	• FACS	• $23,000 Total • $15,000 CF • $8,000 • 90% Complete • 100%Complete

R.C.M.P. Building	• Carpet Upgrade • Delayed as per RCMP request	• 2012 05 31 • Rev 2012 08 31 • 2012 12 31 Update	• FACS	• $5,000 • • CF to 2013
Other Facilities	• SPCA Demolition • • • Curling Club Fresh Air Supply • Delay as per Curling Club request • Art Gallery Boiler Complete • • • Kings Park Plumbing Upgrade • • Lackawana Park Roof Replacement • • Leir House Restorations	• 2012 05 31 • 2012 03 31 Update • 2012 05 01 Complete • 2012 06 15 • Rev 2012 08 31 • 2012 02 29 • 2012 12 31 Update • 2012 03 31 Update • • 2012 07 15 • 2012 06 30 • 2012 12 31 Update • 2012 06 30 • 2012 06 30 Update • 2012 08 31 • 2012 12 31 Update	• FACS • FACS • FACS • FACS • • FACS • • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS	• $25,000 Comp. • 25% Complete • 100%Complete • $5,000 40% comp. final install as per client Oct 19th • 100%Complete • $32,000 TBD • 12 02 01 100%Complete • $4,000 • 100%Complete • $10,000 CF • 100%Complete • $13,300 CF • CF to 2013

S.O.E.C.	• Dressing Room Accessibility • Vault Bar Rails • • Stretching Room – CR to LR • • 6' Tables	• 2012 12 31 • 2012 09 30 • 2012 09 30 Update • Funds moved to MA Condenser Replacement • 2012 08 31 • 2012 09 30 Update	• GSS • GSS • GSS • GSS • GSS	• $7,500 • $15,000 • 100%Complete • $25,000 • • $7,500 • 100%Complete
Memorial Arena	• Interior Lighting • • Evaporative Condenser Replacement • Funds reassigned from Stretching Room Project to this project due to change in overall cost. • Climate Action rebate of $7000 anticipated.	• 2012 12 31 • 2012 09 30 Update • 2012 10 31 • 2012 09 30 Update • 2012 09 30 Update • 2012 12 31 Update	• GSS • • GSS • GSS	• $10,000 • 10% Complete • $40,000 • Project cost increased to $69,000 less Climate Action rebate of $7000. • 90% Complete • 100%Complete
P.T.C.C.	• Lighting Replacement • • • Door Replacement	• 2012 12 31 • 2012 09 30 Update • 2012 12 31 Update • 2012 12 31 • 2012 09 30 Update • 2012 12 31 Update	• GSS • • • GSS •	• $15,000 • 10% Complete • 100%Complete • $7,500 • 67% Complete • 100%Complete
Master Plan	• Develop Project Plan • Completion	• 2012 05 15 • 2012 12 31 • 2012 12 31 Update	• FACS • FACS • FACS	• $120,000 • CF to 2013
Library/Museum	• Roof Repairs* • Signage* • Washroom Renovations*	• 2012 06 30 • 2012 07 31 • 2012 08 31	• FACS • FACS • FACS	• $17,700 Total • $11,700 CF • $6,000 • $8,000 Total • $4,000 CF • $4,000 • $33,900 Total • $8,900 CF

	• Carpeting* • SEE BELOW CONSOLIDATION **** Due to condition of roof and water leakage damages occurring to I.T. equipment, books, exhibits and artifacts, all capital assigned to various Library/Museum projects are consolidated to repair full roof and prevent further and future damages. This was determined in consultation from City and Library Staff.***	• 2012 08 31 • 2012 08 31 **Roof Replacement underway estimated completion date of Oct 26th.** 2012 12 31 Update	• FACS • FACS	• $25,000 • $50,000 • $109,600 • $24,600 CF • $85,000 Library Roof 100% Complete

2012
DEPARTMENTAL WORKPLAN
Human Resources
(October 1 – December 31, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Transition Economic Development and Tourism into new model	• Handle all employee relations issues	• Q1	Gillian	• Completed
Create & Implement an Employee Engagement Plan	• Recognition & Reward System • Performance Review & Targets • Training Plan • Succession Plan • Communication	• On going	Gillian Joanna Glenn	• Within Budget, 50% complete
Compensation Program	• Create and implement	• Q3	Gillian	• Within Budget 40% complete Move to 2013
IBEW Bargaining	• Ratify collective agreement	• Q1	Gillian	• Complete
IAFF Bargaining	• Commence bargaining • Ratify collective agreement	• Q4	Gillian	• Dates set for November 14 & 15 • Move to 2013
Enhance HR systems, processes, procedures, and policies using the principles of continuous quality improvement and excellent customer service	• Assist with implementation of payroll and HR system • Comprehensive review of policies	• Q4 • Q3	Gillian Joanna	• Budget is held with the accounting software conversion • Completion in Q2 of 2013
Achieve the Health and Safety Certificate of Recognition as deemed by WorkSafe BC	• Application to COR program • Complete GAP analysis • Review of all H&S programs and procedures	• Q4	Glenn	• Within budget • 20% complete • Move to 2013

	• Conduct audit by external auditor			

2012
DEPARTMENTAL WORKPLAN
Human Resources
(October 1 – December 31, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Transition Economic Development and Tourism into new model	• Handle all employee relations issues	• Q1	Gillian	• Completed
Create & Implement an Employee Engagement Plan	• Recognition & Reward System • Performance Review & Targets • Training Plan • Succession Plan • Communication	• On going	Gillian Joanna Glenn	• Within Budget, 50% complete
Compensation Program	• Create and implement	• Q3	Gillian	• Within Budget 40% complete Move to 2013
IBEW Bargaining	• Ratify collective agreement	• Q1	Gillian	• Complete
IAFF Bargaining	• Commence bargaining • Ratify collective agreement	• Q4	Gillian	• Dates set for November 14 & 15 • Move to 2013
Enhance HR systems, processes, procedures, and policies using the principles of continuous quality improvement and excellent customer service	• Assist with implementation of payroll and HR system • Comprehensive review of policies	• Q4 • Q3	Gillian Joanna	• Budget is held with the accounting software conversion • Completion in Q2 of 2013
Achieve the Health and Safety Certificate of Recognition as deemed by WorkSafe BC	• Application to COR program • Complete GAP analysis • Review of all H&S programs and procedures	• Q4	Glenn	• Within budget • 20% complete • Move to 2013

	• Conduct audit by external auditor			

2012
DEPARTMENTAL WORKPLAN
INFORMATION TECHNOLOGY

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		GENERAL		
Renew cellular services contract	Go out for RFQ on cellular services and obtain cost-savings by selecting the best value quote	• ~~Q2 2012~~ **COMPLETE**	• KW	• No budget • 100% complete
Evaluate photocopier needs and costs	Go out for RFP as our current photocopier lease is up. Review departmental requirements and possibility of fleet reduction; obtain cost-savings by selecting the best value proposal	• Q3 2012	• KW	• N/A
		HARDWARE INFRASTRUCTURE		
Develop virtualization strategy	Implement server virtualization technology; end goal of reducing 18 servers to 6 servers	• Q4 2012	• KF (lead), HC, KW	• $100,000 • 25% complete
Replace storage appliance	Replace CITYSAN1 as it has reached life expectancy and have exceeded capacity.	• Q4 2012	• KF	• $75,000 • 25% complete
Annual computer replacement program	Replace approximately 53 computers that have reached end of life, including aging computers at WWTP and WTP previously not supported.	• Q3 2012	• PJ, SW	• $71,000 • 80% complete
Purchase and deploy plotter / scanner	Purchase a plotter/scanner device as Development Services currently does not have access to a suitable machine.	• ~~Q2 2012~~ **COMPLETE**	• SW	• $20,000 • 100% complete
Replace Council Chambers audio / video system	Current equipment is over 10 years old and is consumer grade. New system will improve quality and dependability.	• Q3 2012	• KW	• $75,000 • 30% complete

Replace UPS in Data Centre	Current UPS is 10+ years old and is no longer supported. Replace with multiple smaller UPS' in order to eliminate single point of failure and optimize coverage.	• Q3 2012	• KW, HC	• $10,000
Deploy additional video surveillance server	Additional server required to replace aging server and allow recording of Community Centre cameras and expand for future growth.	• ~~Q2 2012~~ **COMPLETE**	• KF	• $8000 • 100% complete
NETWORK INFRASTRUCTURE				
Provide IT support services to WWTP and WTP	Replace aging and consumer-grade infrastructure to increase bandwidth as well as provide cost-savings through the use of existing corporate infrastructure	• Q4 2012	• HC	• $20,000
Replace end of life switches	Critical infrastructure switches have reached end of life and are no longer supported by manufacturer. Swap out 6 switches.	• ~~Q2 2012~~ **COMPLETE**	• HC	• $30,000 • 100% complete
Expand wireless network in City facilities	Establish access to the corporate network wirelessly throughout the SOEC and Community Centre	• Q3 2012	• HC	• $68,000
SOFTWARE MANAGEMENT				
Work in partnership with Accounting to replace financial software	Assist with implementation and deployment of Agresso as required.	• Q4 2012	• BS	• nil
Employ suitable technologies to engage citizens and businesses online	Deploy CityView development services portal to allow for online inspection scheduling and permit application status inquiry. Apply a theme to our online web services to ensure they reflect our web presence and branding, and design spring and fall themes	• Q3 2012 • Q2 2012	• WM • KW, Atomic Crayon	• Nil • $12,000 • 80% complete

Deploy Tempest "Calls for Service" module	Software that will be used for complaint tracking purposes and task-tracking purposes by all City departments	• Q4 2012	• WM	• nil
Develop strategy for Facilities maintenance management software	Work in conjunction with the Facilities Manager, with an emphasis on utilizing existing software	• ~~Q4 2012~~ **COMPLETE**	• BS	• $75,000
Implement ESRI GIS	Work with all departments to convert from outdated Mapguide to industry standard ESRI GIS software; develop a plan for future use and expansion of GIS data throughout the organization	• Q4 2012	• ER	• $200,000 • 30% complete
Implement meeting management solution	Work in partnership with the Clerks department to improve meeting agenda and minutes output; allow for paperless viewing of the agenda on iPads	• Q3 2012	• KW, Clerks	• $50,000

2012
DEPARTMENTAL WORKPLAN
PURCHASING DEPARTMENT
(October 1 – December 31, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Tenders, RFP, RFQ	~~Prepared, posted and advertised 25 Tenders, RFPs and RFQs – Q1~~	• 2012-Q1	PM	• COMPLETE
	~~Prepared, posted and advertised 20 Tenders, RFPs and RFQs – Q2~~	• 2012-Q2	PM	• COMPLETE
	~~Prepared, posted and advertised 12 Tenders, RFPs and RFQs – Q3~~	• 2012-Q3	PM	• On-going
	Prepared, posted and advertised 16 Tenders, RFPs and RFQs – Q4	• 2012-Q4	PM	• On-going
Cost Savings / Revenue	Dispose of surplus/obsolete equipment • ~~$21,855.64 – Q1~~ • ~~$33,523.63 – Q2~~ • ~~$40,663.20 – Q3~~ • $13,300.00 – Q4	• On-going	SB	• On-going
	Cost savings by obtaining quotes • ~~$46,879.49 – Q1~~ • ~~$714,119.09 – Q2~~ • ~~$229,530.50 – Q3~~ • $47,670.27 - Q4	• On-going	PM SB	• On-going
Purchasing/Receiving/Invoicing	Process purchase orders, receive goods and match packing slips to invoice and purchase order on daily basis. ~~Q1 Stats~~ • ~~PO's issued – 219~~ • ~~Work Orders issued – 393~~	• On-going	PM SB PS	• On-going

	• ~~Invoices processed - $6,874,298.39~~ • ~~Purchasing Card - $124,362.36~~ ~~Q2 Stats~~ • ~~PO's issued – 204~~ • ~~Work Orders issued – 415~~ • ~~Invoices processed - $2,568,944.80~~ • ~~Purchasing Card - $143,750.53~~ ~~Q3 Stats~~ • ~~PO's issued – 1079~~ • ~~Work Orders issued – 322~~ • ~~Invoices processed - $1,351,450.27~~ • ~~Purchasing Card - $110,815.50~~ Q4 Stats • PO's issued – 1143 • Invoices processed - $1,796,216.12 • Purchasing Card - $154,882.38			
Notices	Notices sent to tenants and property owners as required. ~~Q1 stats~~ • ~~400+ motor replacement notices~~ • ~~90+ brushing and rotten private pole letters~~ • ~~43 Skaha Park expansion letters to Elm Ave residents~~ • ~~2012 road and sewer capital works project notices to affected tenants and property owners~~ • ~~Contact list prepared for Okanagan lakeshore redevelopment project public consultation~~ ~~Q2 stats~~ • ~~Notification to Capital Works projects affected residents and businesses~~ • ~~Special Event Permits for Bare Bones Duathlon, Okanagan Children's Festival, MeadowLark Festival, Big Bike Event, Peach City Half Marathon/10K event, and Bike to Work Week.~~ Q3 stats	• On-going	PWS ES EUS	• On-going

	~~• Notification and parking passes to affected property owners of the Rock the Peach festival.~~ ~~• New Purchasing Card Policy sent to all purchasing card holders.~~ ~~• Notification to stakeholders and property owners regarding Okanagan Lake Waterfront forums.~~ ~~• Notification of water meter upgrade to approximately 150 households.~~ Q4 stats • Second notification of water meter upgrade to approximately 75 households			
~~**BC One Calls**~~	~~Provide locate information for all BC One inquiries.~~ ~~Q1 stats~~ ~~• 198 responses~~ ~~Q2 stats~~ ~~• 227 responses~~ ~~Q3 stats~~ ~~• 121 responses (July and August only – new Electrical Secretary not doing locates yet)~~	• Being done by Electric Utility Technician	EUS	• CANCELLED
E3 – Energy, Environment and Energy	~~Data input of fleet stats for BC Climate Action Plan~~ ~~2011 – complete~~ ~~Q2 – Smart Tool live for Fleet~~ ~~Q3 – No work on E3 this quarter~~ Q4 – Data updated from ProFuel program	• On-going	PS	• On-going
Purchasing Policy	Amend Purchasing Policy to reflect needs of the corporation - include purchasing used equipment and green purchasing component	• 2012-Q4	PM Select committee	• 10%
~~**Invoice Approvals**~~	~~Prepare procedures for invoice approval process to improve efficiencies.~~	• 2012-Q4	PM C APC	• COMPLETE
~~**Warehouse Requisitions**~~	~~Input and post warehouse every 2nd day~~	• 2012-Q2	PM PS SB	• COMPLETE

~~**Annual Inventory Count**~~	~~Arrange and organize staff for annual inventory count on October 16, 2012~~	• 2012-Q4	PM PS SB C	• COMPLETE
~~**Purchasing Cards**~~	~~Reconcile list of card holders~~	~~• 2012-Q2~~	~~PM~~	• COMPLETE
Authorized Signatories	Update list and value of authorized signatories for purchases	• 2012-Q2	PM	• 50%
Purchases	Daily orders of inventory and project items	• On-going	PM SB PS	• On-going

2012
DEPARTMENTAL WORKPLAN
RECREATION SERVICES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
RECREATION				
Recreation 5 Year Strategic Plan	• Budget	• 2012/05/01 – 2012/12/31	• RECS	• $20,000
	• Develop Planning Process	• 2012/05/31	• RECS	• 12/06/30 100%
	• Community Survey To Include Evaluation and Needs Assessment	• 2012/07/31	• RECS	• Directed to be deferred to 2013 to not compete with City survey
	• Survey Return	• 2012/08/31	• RECS	
	• Completion of Strategic Plan	• 2012/12/31	• RECS	• 12/12/31 100%
	• Annually Adjust	• Ongoing	• RECS	
Marketing Plan	• Develop Planning Process	• 2012/05/15	• RECS	• 12/10/15 100%
	• Completion of Plan	• 2012/06/30	• RECS	• 12/10/15 100%
Loyalty Club	• Develop Planning Process	• 2012/05/31	• RECS	• 12/09/31 100%
	• Full Launch Date	• 2012/09/01	• RECS	• Replaced with *Active* Membership Program – launch date: Feb 2013
New Revenue Streams	• Dale Charles Physiotherapy	• 2012/04/02	• RECFACS	• 12/04/02 100%
	• Food & Beverage Concession	• 2012/05/01	• RECFACS	• 12/05/31 100%
	• Cleland Theatre Optimization Plan	• 2012/05/01	• RECS	• 12/03/31 100%
	• Cleland Theatre Marketing	• 2012/06/01	• RECS	• 12/12/31 85% Carry forward balance to 2013
	• Cleland Lobby Renovation	• 2012/05/31	• FACS	• 12/07/24 100%
	• Multi-Sport Contract	• 2012/03/01	• RECS	• 12/03/01 100%
	• New Indoor / Outdoor Triathlon	• 2012/11/01	• RECS	• Deffered 2013 Scheduled for Feb 10, 2013
	• Rooms / Leases / Retail /			
	• E-Commerce / Advertising / Naming / Sponsorships Plans	• 2012/06/30 & Ongoing • 2012/06/30 & Ongoing	• RECS • RECS	• Ongoing • Ongoing

Fees & Charges 3 Year Plan	• Competitive Analysis for Admissions, Programs & Rentals	• 2012/08/31	• RECS	• 12/10/30 100%
	• Venues Expense Analysis	• 2012/09/30	• RECS	• 12/10/30 100%
	• Fees & Charges Policy Update	• 2012/10/31	• RECS	• 12/12/13 100%
	• Fees & Charges Bylaw Update	• 2012/11/30	• RECS	• 12/12/13 100%
Business Management Report System	• Needs Assessment	• 2012/04/15	• RECS	• 12/04/15 100%
	• Programming Tools	• 2012/04/30	• RCITFINS	• 12/06/04 100%
	• Report Development	• 2012/05/01	• RCITFINS	• 12/06/11 100%
	• CLASS Integration	• Ongoing	• RECSITS	• Ongoing *Remaining work in this area awaiting financial software conversion.*
Spring / Summer Recreation Guide	• Development and Editing	• 2012/02/20	• RECS	• 12/02/20 100%
	• Distribution	• 2012/03/07	• RECS	• 12/03/07 100%
	• Registration Commences	• 2012/03/07	• RECS	• 12/03/07 100%
Fall / Winter Recreation Guide	• Development and Editing	• 2012/08/13	• RECS	• 12/09/13 100%
	• Distribution	• 2012/08/29	• RECS	• 12/09/29 100%
	• Registration Commences	• 2012/08/29	• RECS	• 12/09/29 100%
Fitness Room Upgrade	• Equipment Install & Completion	• 2012/05/31	• RECPURS	• 12/12/31 100%
Advertising Policy	• Presentation to Council & Approval	• 2012/04/02	• RECS	• 12/03/05 100%
Sponsorship Policy	• Presentation to Council & Approval	• 2012/04/02	• RECS	• 12/03/05 100%
Donation Policy	• Presentation to Council & Approval	• 2012/04/02	• RECS	• 12/03/05 100%
Waterfront Enhancement and Downtown Revitalization	• Outdoor Festival/Event Planning	• Ongoing	• RECS	• Ongoing
	• Facilitate City Wide Department Consultation	• 2012/03/15 & Ongoing	• RECS	• 12/03/16 100%
	• Streamline Outdoor F/E Organization Process	• 2012/03/31	• RECS	• 12/03/31 100%
	• Develop Comprehensive Event Planning Guide	• 2012/03/31	• RECS	• 12/03/31 100%
	• Develop New Event Application Form	• 2012/03/31	• RECS	• 12/03/16 100%
	• Final Guide Copy Formatted	• 2012/04/30	• RECSITS	• 12/05/18 100%
	• Distribute New CEPG and EAF to All Event Organizers	• 2012/04/30	• RECS	• 12/05/18 100%

	• Develop Special Event Calendar Communication Plan • Implement SECCP to All Internal and External Stakeholders	• 2012/04/15 • 2012/04/30	• RECS • RECS	• 12/05/18 100% • 12/04/30 100%

Penticton RCMP Detachment
Status Report
4th Quarter, 2012

Commander: **Insp. Brad HAUGLI**
(250) 492-4300

Human Resources

Employees

34	Police Officers (Municipally funded)
5	Police Officers (Provincially funded)
2	Police Officers (Federal and Provincial funding split - PIB First Nations Policing)
6	Reserve Police Officers (deployed regionally)
23	Municipal Employees – includes Regional Crime Analyst, Crime Stoppers Coordinator, Community Policing Coordinator, LAN Administrator and Victim Services.
2	Provincial Employees (Federal Public Servants)

Volunteers

10	Auxiliary Police
33	Citizens on Patrol and Speed Watch
13	Restorative Justice Facilitators
8	Victim Services
2	Community Policing

Regional Police Dog Services

1	Police Officer (Penticton - Municipally funded)
1	Police Officer (Provincially funded)

Regional Forensic Identification Services

1	Police Officer (Penticton – Municipally funded)
1	Police Officer (Provincially funded)

Regional Investigative Services (Plainclothes)

9	Police Officers (Penticton - Municipally funded)
1	Police Officer (Provincially funded) – based at Penticton Detachment
3	Police Officers (Provincially funded) – based at Oliver Detachment

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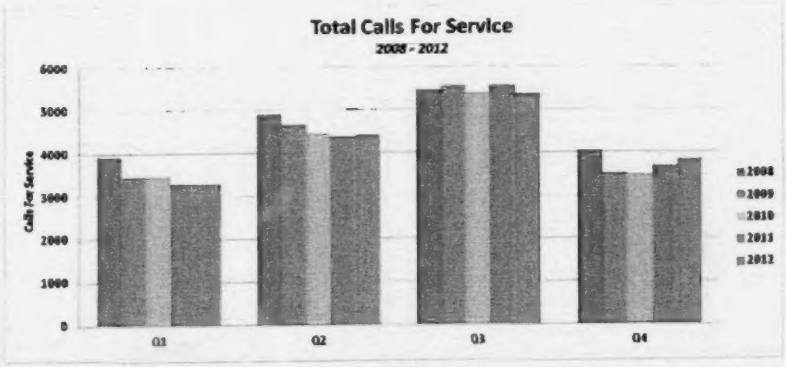
Operational Report

Incident Statistics

During the fourth quarter of 2012, Penticton RCMP responded to **3822** calls for service[i] compared with **3679** calls in the fourth quarter of 2011. This corresponds to an increase of **4%**. In total, Penticton RCMP responded to **16864** calls in 2012, compared with **16897** calls in 2011. This corresponds to a minor decrease of less than **1%**.



Crime Trends[ii]

Penticton RCMP responded to **4%** fewer Criminal Code files during the fourth quarter of 2012 than during the same quarter last year.

The rate of violent crime has seen significant declines this year, with the number of assaults declining by **23%**, robberies by **42%** and sex offences by **56%**. A major contributor to the decline in assaults has involved considerable decreases in the number of reported domestic violence files. Furthermore, no homicides or attempted homicides were reported in 2012, a noteworthy decline from the **3** such files reported in 2011 throughout the Penticton detachment area, including **2** within the city limits.

Penticton	Selected Criminal Code Offenses				
	2011 Q4	2011 YTD	2012 Q4	2012 YTD	11 - 12 Change
ASSAULTS	94	434	82	336	▼
ROBBERIES	13	33	5	19	▼
With Weapon	4	8	2	7	▼
With Firearm	2	2	0	1	▼
Other	7	23	3	11	▼
SEXUAL OFFENCES	5	32	3	14	▼
HOMICIDES (incl. attempt)	0	2	0	0	▼
THEFT FROM VEHICLES	96	364	130	531	▲
VEHICLE THEFT	39	131	37	131	↔
BREAK AND ENTERS	82	248	72	265	▲
Business	56	138	31	139	▲
Residential	21	90	31	93	▲
Other	5	20	10	33	▲
OTHER THEFT	185	704	156	605	▼
CAUSE DISTURBANCE	149	742	172	818	▲
MISCHIEF	162	658	131	604	▼

The rate of thefts from vehicles was elevated throughout the year, with peaks in the second and third quarters. In total, RCMP responded to **46%** more calls related to thefts from vehicles in 2012 than in 2011. Numerous individuals were arrested in relation to vehicle break-ins throughout the year – however, despite an increase in arrests and charges for thefts from vehicles in 2012, numbers remain high. 'Car-hopping', an activity mainly involving youths with the goal of entering numerous unsecured vehicles during the nighttime hours, appears to have increased in popularity in recent years, which may help to explain the increase in vehicle break-ins.

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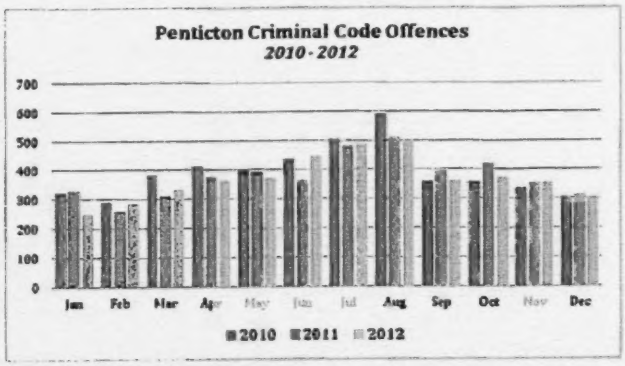
Conversely, thefts of vehicles have remained low since their peak in the third quarter of 2011, ending the year at the same level as last year. Penticton RCMP continues to actively target the city's most prolific vehicle thieves through regular use of bait vehicles, rigorous compliance checks and other investigational tactics. The bait vehicle program has helped police to successfully identify and charge several individuals involved in vehicle break-ins this year.



RCMP responded to **7%** more break and enters in 2012 than in 2011, a rate driven in part by an elevated number of B&Es categorized as 'other' – that is, seasonal residences, outbuildings that cannot be deemed commercial or residential, B&Es committed to steal firearms and other B&E types.

High-volume crime types such as theft, cause disturbance and mischief/property damage have a significant impact on overall Criminal Code statistics. In 2012, thefts were down by **14%** and mischief/property damage files were down by **8%**, while cause disturbance complaints increased by **10%**.

Arrests and Charges

Between October 1st and December 31st, 2012, charges were forwarded to Crown Counsel against offenders relating to **88** breaches of various court orders, **45** assaults and **25** thefts, amongst other crime types. Notable arrests made during the fourth quarter included the following:

- On October 12th, RCMP received a report of two males breaking in to vehicles near Wilson St. Members attended and located a 14-year-old male and a 16-year-old male who were arrested with stolen items in their possession. The two youths were diverted through the Restorative Justice program as neither had a significant history with police or previous criminal convictions.
- On October 23rd, RCMP responded to a bait vehicle activation near Huth Ave. A 50-year-old male was identified, arrested and charged in connection with the incident. He was convicted of theft under $5000 on December 6th and sentenced to a fine of $700.
- On November 3rd, RCMP received a report that a male had entered the Barley Mill liquor store and threatened the cashier with a knife, demanding money from the till. He took the cash and a case of beer and fled in a vehicle which was later determined to have been stolen. The suspect, a 37-year-old male resident of Penticton, was arrested the next day. He is currently in custody facing charges of robbery and theft under $5000.
- On December 6th, RCMP received a complaint from a patron of the Penticton Community Center who reported that their vehicle keys had been stolen from their changing room locker which were then used to steal their vehicle from the parking lot. RCMP later arrested a 25-year-old female suspect and recovered the vehicle undamaged. The female is currently out in the community awaiting court. She is facing charges of theft over $5000 and possession of stolen property.
- On December 14th, RCMP responded to a report of a male breaking into vehicles on Wade Ave. When one of the vehicle owners confronted him, he allegedly threw a wrench at her. Members attended and located a 22-year-old male hiding nearby. The male, who is known to police as a

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prolific offender, was arrested at the scene and is currently being held in custody facing several charges including theft under $5000, possession of break-in instruments, assault, and breach of probation.

- RCMP responded to a higher-than-average number of residential B&Es in December. On December 20th, RCMP arrested a 38-year-old male resident of Penticton in possession of property stolen from one of these B&Es. The suspect, a known prolific property offender, is currently being held in custody facing charges of B&E and possession of stolen property.

Priority Areas

On April 12th, 2012, the OIC of the Penticton RCMP and Penticton Mayor Dan Ashton signed an Acknowledgement of Consultation (see Appendix A, page 13) which defined the following list of priorities:

1. Substance Abuse – Drugs and Alcohol
2. Traffic – Safety
3. Safety – Child/Youth Safety

The initiatives relating to the above noted three priorities are explained below.

Drug Enforcement[iii]

During the fourth quarter of 2012 Penticton RCMP investigated **63** founded drug offences, resulting in **40** charges (including possession, trafficking and production) under the Controlled Drug and Substances Act (CDSA). Throughout the year, RCMP investigated a total of **247** founded drug offences, resulting in **145** charges under the CDSA.

Of the **63** files investigated in the fourth quarter of 2012, **15** were related to illicit drug trafficking, including cocaine (**4**), cannabis (**4**), methamphetamine (**6**) and amphetamine (**1**). In November, Penticton RCMP's Drug Task Force, in conjunction with Oliver RCMP, conducted an undercover operation dubbed EPOACH, targeting street-level drug traffickers over the course of 5 days. **7** individuals, including **4** Penticton residents, face charges associated to this operation.

Of the **15** trafficking files investigated during the third quarter of 2012, **14** have resulted in charges to date (**93%** charge rate). **27** total trafficking **charges** were forwarded to Crown Counsel during the fourth quarter of 2012.

Traffic Safety

Penticton Municipal Traffic Section
Municipal Traffic members continued to promote high-visibility enforcement throughout the City limits. During the fourth quarter the Traffic Section worked to address the number of drivers operating vehicles in a dangerous manner around school buses, in response to concerns from community and the School District. Members rode along on various bus routes throughout the district targeting aggressive drivers and drivers who pass when unsafe. A number of tickets were issued.

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December's focus was on impaired drivers. The Traffic Section initiated an aggressive campaign in the beginning of December resulting in several tickets and IRPs being issued – this resulted in an apparent change in behavior from drivers, with fewer negative contacts reported from the middle of the month onwards.

Night shifts also focused on impaired drivers through the use of stationary road checks in many areas throughout the city. During the fourth quarter the Traffic Section logged **424** written contacts, attended **16** Motor Vehicle Incidents and conducted over **75** school patrols.

Impaired Driving[iv]

Between October and December 2012 Penticton RCMP handed out **60** 90-day Immediate Roadside Prohibitions (IRPs) and **12** 3-day IRPs. A further **6** drivers were given 24-hour prohibitions for drug use and **2** drivers were given 24-hour prohibitions for alcohol use. **1** driver is being charged with impaired driving under the Criminal Code.

In 2012, Penticton RCMP charged a total of **36** drivers with impaired driving or related charges under the Criminal Code and gave out **130** 90-day IRPs, **4** 7-day IRPs, **53** 3-day IRPs, **19** 24-hour prohibitions for drug use and **35** 24-hour prohibitions for alcohol use.

Speed Watch

The Speed Watch program suffered this past year with the previous coordinator stepping down. The remaining team worked to continue patrols and to increase the number of patrols; however, this did not materialize. A new coordinator is in place for 2013 and plans are already being discussed for a minimum commitment of 2 shifts per week beginning in the Spring. Training in the use of radar will be delivered in early April 2013.

Youth

Youth initiatives and member involvement with youth remain a focus of the Penticton Detachment, including the following:

- The Community Policing Coordinator maintains her position as the initial point of contact for the detachment with the Threat and Risk Assessment Committee. The Coordinator participated in additional training in early December focused on responding to bullying behavior and the potential escalation for risk. The Threat and Risk Assessment Committee responded to one incident this quarter.
- The Community Policing Coordinator is participating in a new project, partnered with School District 67, to address sexual exploitation and cyber-bullying. This project is in part a reaction to the untimely death of Amanda Todd.
- The REFLECT group continues to meet and a full day of programming took place on December 11.
- The "Ecstasy: Nothing's Free" project is nearing its official launch with a target date of February 1.
- The Community Policing Coordinator continues to participate in integrated case management meetings with various stakeholders within the community.
- DARE continues to be supported by the Penticton Detachment. The DARE coordinator resumed delivering courses in October.

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Other Initiatives

Community Engagement

Downtown Community Policing

The Downtown Community Policing Office coordinates all RCMP volunteer operations, including Citizens on Patrol, the Auxiliary Constable program and Penticton Speed Watch, all of which aid in enhancing police-to-community contact. Volunteer numbers increased this year from a roster of **43** to **51** active volunteers. As well, volunteer hours have increased incrementally since 2011. Efforts are underway to recruit additional volunteers to allow for all programs to run more frequently.

Community engagement and education included public displays at the Farmers Market and Cherry Lane which focused on child identification, home and personal security and identity theft. These public displays were well received and generated positive feedback from the community. Presentations to businesses and private groups on the topics of Identity Theft and Counterfeit Currency were in great demand along with the popular Senior Driving program. Crime Prevention through Environmental Design (CPTED) continues to be regularly requested by homeowners and businesses. The Downtown Community Policing Coordinator attended advanced training in CPTED in the fall.

Meetings with the Downtown Penticton Association (DPA) director continue on a weekly basis. At each meeting the director is presented with a detailed crime report and the crime map for the city for the previous week. These meetings are an excellent opportunity for the Community Policing office to receive feedback directly from the consumers. A concern that continues to be raised by both the DPA and the downtown merchants directly is the small group of local disorderly persons who frequent the downtown core. This matter continues to be discussed with the Penticton RCMP Operations NCO and the RCMP's Community Safety Team to explore avenues to reduce the disruption these individuals cause.

Penticton Detachment Rural Section

The Rural and First Nations Policing NCO continues his efforts to engage with the rural communities within the detachment boundaries and to provide timely feedback to issues raised by the rural communities. Police participated at a town hall meeting in Kaleden where the Rural NCO addressed questions from the community group in attendance, delivered an overview of the current policing model used to address rural policing issues and presented a list of 2011-2012 crime statistics for the region. The rural NCO also discussed the importance of connecting police to youth and, to facilitate this engagement, the four elementary schools in the rural areas each had a police officer assigned to them as a school liaison officer. The ongoing problems associated with speeding drivers were also discussed and some solutions were recommended, such as the implementation of a Citizens On Patrol group trained to use speed boards as part of the Speed Watch program. The Rural NCO maintains contact with community members through monthly publications in both the Skaha Matters and the Naramata community news website.

The Rural NCO has responsibility for the First Nations Policing program and continues to work to maintain a respectful and effective relationship with the Penticton Indian Band community through regular meetings with members of Chief and Council. First Nations Policing members participate in many community events such as the National Aboriginal

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Addiction Awareness Week in November. Two peaceful demonstrations of the Idle No More movement also took place in December and the Rural and FNP section members worked closely with organizers to ensure that these events took place without difficulties.

Auxiliary Constable Program

The present nominal role for Penticton's Auxiliary Constable Program is **8** members, with **2** additional A/Cst's from Keremeos and Burnaby. All of the A/Cst's have now completed their training requirements.

The membership worked many of the special events including but not limited to: BC Day, Rock the Peach and Peach Festival. The A/Cst's work both as enforcement officers partnered with a regular member or in a community policing role talking with children and parents about safety.

This past summer was the start of a new project for the Auxiliary Members in conducting foot patrols during the Saturday Farmers market while engaging with merchants about security, cash boxes and counterfeit currency detection. The A/Cst's also utilized this opportunity to connect with children and youth. This initiative delivered very positive feedback both from merchants and the public.

In total **862** hours were volunteered by the members in 2012.

Lock Out Auto Crime Program

This year one Community Policing volunteer undertook the assignment of coordinating the Lock Out Auto Crime program and did an outstanding job. The program consists of volunteers who examine vehicles in the community to ensure that they have not been left unsecured or with valuables in plain sight, which presents an easy target for criminals. Shifts were assigned every week from April until the end of October. The focus of the volunteers was the main shopping plazas with some time spent in residential areas which were experiencing high theft from vehicle statistics.

This year the Lockout Auto Crime volunteers wrote over **6,000** notices to citizens and contributed an annual total of **400** hours of volunteer time to the program.

Citizens on Patrol (COPs)

The COP programs in both Penticton and Okanagan Falls continue to progress very well. Both groups had some change to their volunteer bases but have worked hard to continue patrols every weekend throughout the year.

Volunteer hours for both groups were down from the past year. Penticton COP hours were down by **24%**, due in part to some volunteers devoting their time to the Lock Out Auto Crime program. Okanagan Falls COP saw a decrease of almost **40%**. It is noted that this decrease is a result of statistical inaccuracy from previous year's whereby administrative time was inadvertently recorded as patrol time. The 2012 patrol hours reflects actual patrol time and does not include administrative time.

This year both groups upgraded to a WordPad computer to check for stolen license plates. The computers were purchased through funds donated to the COPs by businesses. This past year Penticton COP volunteers logged **2000** patrol hours within the community, drove over

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7200 kilometers, and checked over **8000** license plates for possible stolen vehicles. Okanagan Falls had **300** plus hours of patrol, **2700** km driven and **1200** license plates checked.

Two reported and charged drivers were located by the COP volunteers this past year. Along with that numerous businesses were found to be insecure, and business gates left open and not latched. Patrols also concentrated on school grounds, and anecdotal information has been received from school officials which indicate a decrease in vandalism to schools.

Penticton Industrial Development Association – PIDA

The Community Policing Coordinator attends PIDA meetings to provide detailed reports of crime occurring in Penticton's industrial area. A focus for the Coordinator has been to encourage businesses in the area to make a police report when they are victims of crime. At present many of the PIDA businesses are not reporting when they have been victimized. The Coordinator will continue to engage with the PIDA members and encourage them to report crime. In general, criminal activity in the area has remained stable.

Restorative Justice

Penticton Community Policing continues to offer the Restorative Justice Program. During this past quarter **14** youth were referred through **9** restorative justice circles involving a total of **63** participants. The circles were facilitated or co-facilitated by community volunteers that have received training in Restorative Justice, with a total of **37** volunteer hours. The Restorative Justice Coordinator accepts referrals from RCMP as well as directly from schools, and acts as a resource for the local school district in the implementation of the principles and values of Restorative Justice. This quarter the Restorative Justice Coordinator participated in three-day Peacemaking Circle training at Simon Fraser University and also participated in the E Division RCMP Review of Restorative Justice. The Regional Coordinators meeting was held in Kelowna on November 16.

The Restorative Justice Coordinator continues to participate in the wrap-around team for youth at risk, with participants including the Penticton School District, Child and Youth Mental Health, MCFD, IHA Addiction Services, Youth Probation, Youth Forensics and the Aboriginal Justice Strategy. The Restorative Justice Coordinator also participates in the wrap-around team for adults with mental illness who are involved in the criminal justice system, with participants including Adult Mental Health, Forensics, the Aboriginal Justice Strategy and the Ministry of Social Development and Housing. This quarter the Restorative Justice Coordinator participated in a program called "Mental Health First Aid", a course for individuals who interact with adults with mental health issues.

Committees

Penticton RCMP's OIC continues to be involved with the United Way and also co-chairs the Community Advisory Committee, which meets quarterly.

Victim Services Program

During the fourth quarter, Penticton and Summerland Victim Services provided support to **73** new clients while maintaining ongoing support to clients in **231** active files. Areas of support include providing emotional support, ensuring clients are updated on police investigations and providing accompaniment for court appearances. This quarter, Victim Services provided court support to **73** people for a total of **45** hours. Victim Services also informs clients of their

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rights under the Victims of Crime Act and facilitates receipt of benefits and referrals to which they are entitled. In addition, the program participates in the coordination of the High Risk Domestic Violence Team.

This quarter, Victim Services provided support for victims of the following:

Domestic Violence - **18**	Motor Vehicle Incident - **2**	Youth Sexual Assault - **1**
Property Crime - **10**	Uttering Threats - **2**	General Assaults - **12**
Sudden Deaths - **7**	Suicide - **4**	Adult Sexual Assault - **4**
Mental Health Act - **3**	Robbery - **1**	Criminal Harassment - **1**
Family Violence – **3**		

During 2012, Penticton RCMP Victim Services (VS) continued to provide emotional support and court support as well as practical assistance and community referrals for victims of crime. VS are currently involved in providing support in several high-profile cases which are currently before the courts. VS continues to provide court support and assistance in 2013 to the victims and witnesses involved in **three** murder trials and **one** attempted murder trial.

In 2012, VS worked with the victims and witnesses in the high profile case involving a step-father who was prostituting his daughter. Without the support provided by Penticton RCMP Victim Services, it would have been much more difficult for the 18-year-old victim to successfully testify. VS were involved in four additional files associated to this victim and assisted in a successful outcome on all. During the summer of 2012, VS provided support for the families, friends and witnesses of the drowning of a 12-year-old girl. VS also provided court support for the victim of an aggravated sex assault committed by a high-risk sex offender.

Penticton RCMP Victim Services continues to grow, especially in the area of providing court support, and are regularly recognized and called upon by Crown Counsel in this area. At the same time, the program continues to provide support for the Penticton and area RCMP members in their increasing daily routine of dealing with victims of crime or on files requiring community-based referrals that can be better handled by the Victim Services program. This saves the regular members time and thus ensures they are readily available to respond to other priority calls and situations.

Prolific and Chronic Nuisance Offenders

Chronic Nuisance Offenders[v]

Six Penticton residents qualified as active chronic nuisance offenders in the city of Penticton during the last six months, together generating approximately **2.4%** of the city's total files and approximately **12%** of the city's total liquor act, safe streets and cause distu-bance reports for that time period. The group includes one female and five males between the ages of 20 and 50 who suffer from mental health and/or substance abuse issues. As of the time of this report, one of these individuals was in custody facing several charges of uttering threats as well as breach of conditions, while another was also in custody serving a 90-day jail sentence for failing to comply with the conditions of his probation order. One offender is currently attending a rehabilitation facility outside the region, while another relocated back to his home community near Vernon. The remaining two individuals remain out in the community.

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Prolific Offender Management and Inter-Agency Communication

Penticton RCMP is committed to fostering an inter-agency approach when focusing on prolific and priority offenders in the community. The Community Safety Team NCO encourages the interaction between the unit and stakeholder agencies. Members of the Community Safety Team attend regular meetings with youth and adult probation officers, as well as collaborate with local parole officers. These relationships have been instrumental in the identification of high-risk individuals and the timely dissemination of critical information such as warrants, address changes, conditions and other compliance measures. RCMP also liaises with other detachments across the province to ensure that warrants are executed in the event that an offender has relocated outside of the detachment area.

The Penticton Community Safety Team (CST) continues an aggressive approach to compliance checks on local offenders – CST conducted **120** compliance checks this quarter resulting in **12** breaches.

Crime Stoppers

Crime Stoppers received **33** tips relating to events in Penticton and area during the fourth quarter of 2012, resulting in **15** arrests and **17** cases cleared. Also, **$1,210** worth of stolen property was recovered and **$540** worth of drugs was seized due to tips received by Crime Stoppers. In total, Crime Stoppers received **190** tips in Penticton which resulted in **28** arrests, **47** cleared cases and **15** charges in 2012.

Crime Stoppers participated in the Santa Claus parade in downtown Penticton which was attended by a huge crowd, even with the cold weather. One of the newer Board of Directors members was able to attend the International Crime Stoppers Training Conference in Las Vegas in October and was very impressed with the quality of information presented and the strong commitment that volunteers around the world have to Crime Stoppers.

The number of tips increased by approximately **30%** over the same period last year, although overall 2012 tips were down by **10%** for 2012. The Crime Stoppers Mugshot program attracted the most tips with drug-related matters generating a close second. Seized drugs and recovered stolen property increased this year by over **30%**, even with the reduced number of tips, which indicates that the quality of information is not decreasing.

Crime Stoppers engaged 4 Elements Consulting Inc. (formerly Rocky Mountain Marketing Inc) again this quarter to conduct the yearly door-to-door brochure marketing campaign. To date, the results of this campaign have been disappointing and appear to be a depressed economy carry-over from the previous year.

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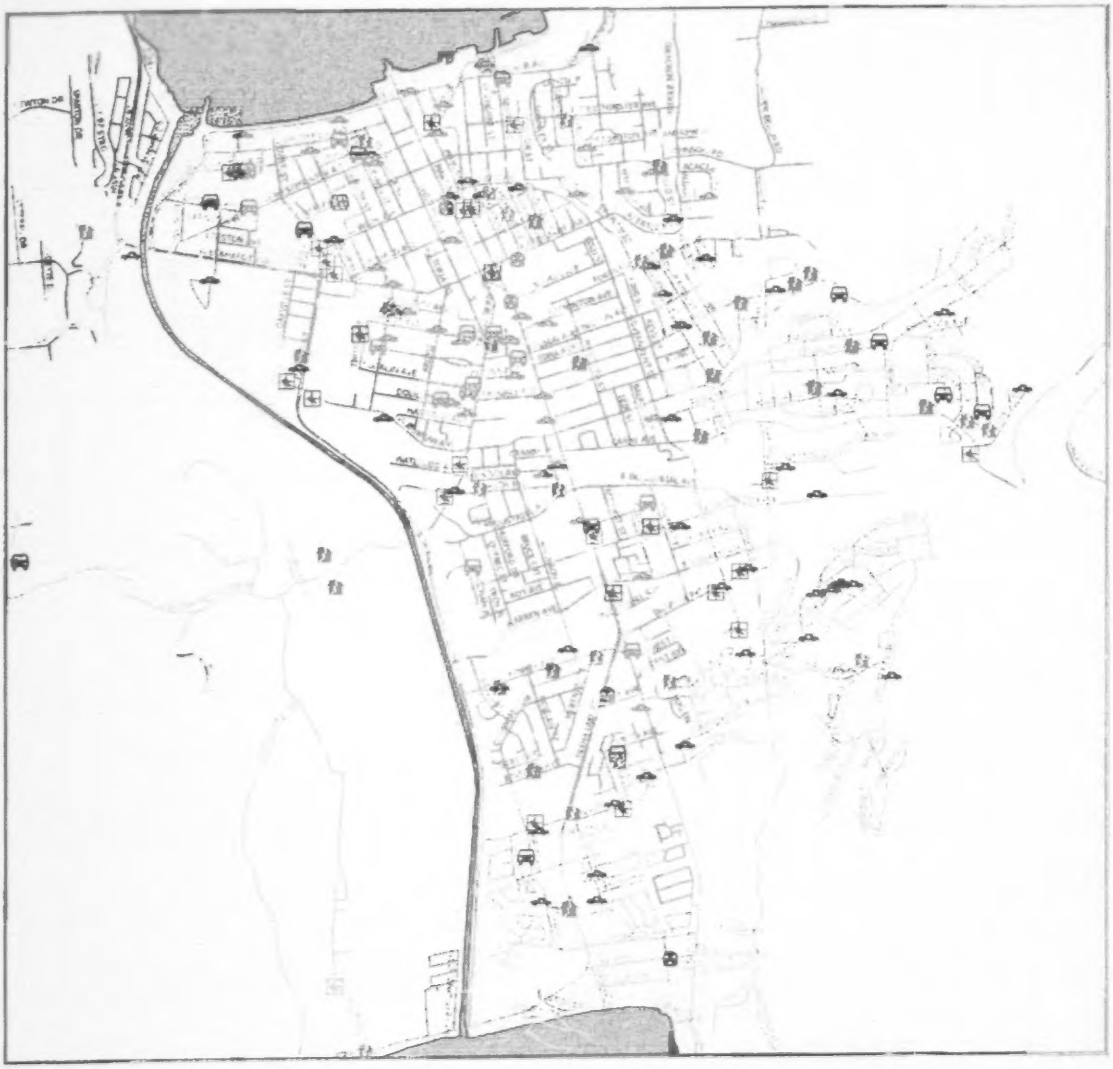
Maps

Selected Criminal Code Offences
Quarter 4, 2012[vi]



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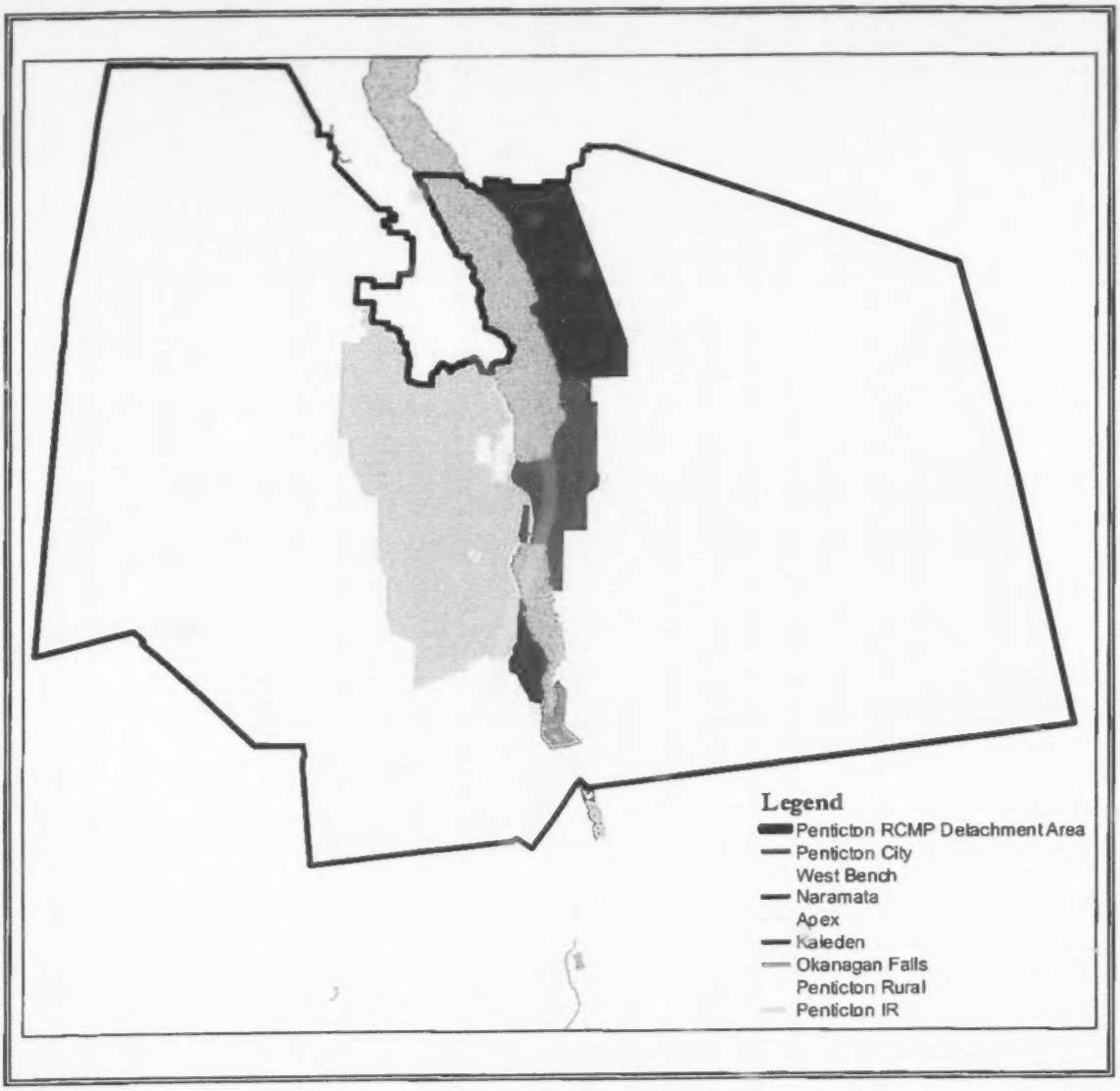
Penticton City/Rural
RCMP Atoms



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Appendix A

Royal Canadian Mounted Police / Gendarmerie royale du Canada

Annual Performance Plan / Plan annuel de rendement

Acknowledgement of Consultation / Attestation de la consultation

District / Detachment Information - Renseignements sur le district ou le détachement

Fiscal Year - Année financière 2012 - 2013

PACIFIC REGION

E

SOUTHEAST DISTRICT

South Okanagan Detachment

PENTICTON DÉTACHMENT M

Penticton Mun Det

Community Name(s) - Nom(s) de la(des) collectivité(s)

1. Penticton

This letter acknowledges that the stakeholders of the above-noted detachment / district / unit area or community(ies) and the RCMP have consulted and discussed our progress against last year's priority issues. Further it has been agreed that over the coming year we will collectively focus on the following priority issues.

La présente lettre atteste que les responsables de la région du détachement/district/service ou de la ou des collectivités susmentionnées et de la GRC se sont consultés et ont discuté des progrès accomplis par rapport aux enjeux prioritaires de l'année dernière. Il a aussi été convenu que les enjeux suivants constituent les enjeux prioritaires sur lesquels nous concentrerons conjointement nos efforts au cours de l'année à venir

Community Priority Issue(s) - Enjeu(x) prioritaire(s) pour la collectivité

1. Substance Abuse - Drugs and Alcohol
2. Traffic - Safety (motor vehicles, roads)
3. Safety - Child / Youth safety (bicycles, etc.)

District / Detachment Commander - Chef de district / détachement

Bradley Paugh — 12/04/12

District / Detachment Commander — Signature - Signature — Date

Community Representative - Représentant(e) de la collectivité

Mayor — 12/04/12

Name - Nom — Signature - Signature — Date

Canada

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Endnotes and Data Qualifiers

Disclaimer

All statistics in this report include founded incidents only, and do not reflect assistance, prevention, information or unsubstantiated files or incidents determined to be unfounded by attending officers. Statistical tables reflect only the most serious offence coded to each incident (up to four offence types can be coded to each file; therefore, overall numbers contained in this report reflect FILE counts, not OFFENCE counts). All numbers and graphs are based on raw data unloaded from PRIME-BC, have not been verified for accuracy and should not be considered to be official statistics. Minor inconsistencies from previous reports may occur due to scoring and quality assurance changes to data throughout the year. Private information files are not reflected in overall counts. Data was unloaded from PRIME-BC on *January 11th, 2013*, and will not reflect any coding or scoring changes made since that time.

Endnotes

[i] Calls for service data reflects all calls created in CAD with the exception of administrative files (i.e. files coded to atoms KR0000, PT0000, SI.0000, SO0000, SO0001); therefore, data may include cancelled files, false 911s, files created in error and other erroneous file types. This statistic is meant to offer a general overall comparison of total calls received during the two year time period by each detachment area, and does not accurately reflect the number of calls attended to by RCMP nor does it measure the number of offences which occurred during the time period in question.

[ii] Criminal code statistics reflect general occurrences coded to atoms within the Penticton RCMP's jurisdictional area. They include only those incidents which, upon police attendance, have been determined to be founded complaints, and do not include unfounded or unsubstantiated incidents. They also do not include information, prevention or assistance files. Only the most serious offence is counted for each file. Criminal code statistics are determined based on the following qualifiers:

- Assault statistics reflect aggravated assault, assault with a weapon, assault causing bodily harm, common assault, assaulting a police officer and other assault types; UCR1 codes 1410, 1420, 1430, 1460, 1461, 1462 and 1480, as well as attempted murder, UCR1 code 1210.
- Robbery statistics reflect all robbery subtypes, UCR1 code 1610 series.
- Sex offence statistics reflect all sex assaults under the UCR1 1300-1399 series including sexual assault, sexual interference, luring a child via computer, voyeurism and other offences.
- Homicide statistics reflect 1st and 2nd degree murder and manslaughter, UCR1 codes 1110, 1120 and 1130
- Theft from vehicle statistics reflect thefts over and under $5000, including license plate and validation tag theft, UCR1 codes 2132 and 2142.
- Vehicle theft statistics reflect thefts of motorcycles, trucks, automobiles and other vehicles over and under $5000 as well as files coded as vehicles taken without consent over and under $5000 UCR1 codes 2131 and 2141.
- Break and enter statistics reflect break and enters to businesses (UCR1 2120-1), residences (UCR1 code 2120-2), seasonal residences (UCR1 code 2120-4) and other structures such as sheds and outbuildings (UCR1 2120-3).
- Other theft statistics include bicycle theft, shoplifting, utilities theft and other theft under and over $5000 (UCR1 codes 2130, 2133, 2140 and 2143)
- Cause disturbance statistics are retrieved using UCR1 3430.
- Mischief statistics reflect mischief over and under $5000, UCR1 code 2170-3 and 2170-4.

[iii] Grow operation statistics were gathered using the marijuana cultivation indoor/outdoor survey UCR codes 8380-1 and 8380-2, as well as general drug production codes (UCRs 4410-4460).

[iv] Impaired driving charge statistics reflect all files where a charge was laid (including impaired operation of a motor vehicle, driving over 80 mg and refusal to provide a breath sample) and the file excludes any 215 suspensions or IRPs. 24-hour suspension statistics include files where a 215 was given but no impaired charge was laid, and files where impaired driving was coded as 'departmental discretion', which typically indicates a 215. IRPs were counted based on the number of times they were carded in PRIME during the time period.

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- Chronic nuisance offenders are defined as individuals having 1) the highest proportion of negative contacts (typically involving cause disturbance complaints, public intoxication and other nuisance complaints) in PRIME-BC and 2) been active in the past six months (average 3 or more negative contacts per month). 'Negative contact' refers to individuals carded as suspect, subject of complaint or charged on a file.

- Map is composed of selected criminal code offences including break and enters, auto crime and robbery for the three month period. Instances are coded by the most serious offence on the file and include founded offences only.

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